

# MAG Elderly Mobility Program

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Maureen DeCindis  
Program Update  
July 2006

# Maricopa Association of Governments

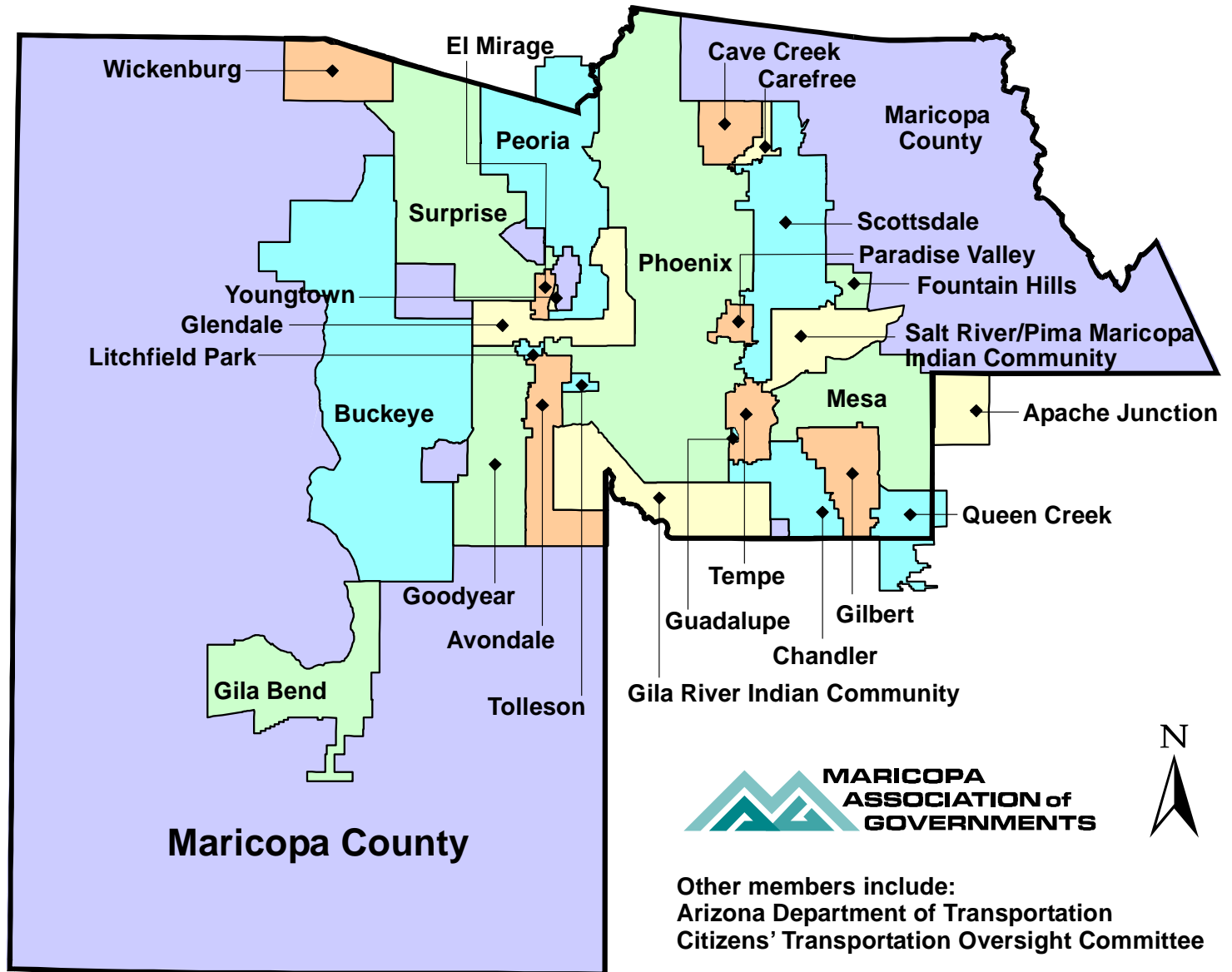
## MAG: a Metropolitan Planning Agency

Provides a forum for 29 cities and towns to discuss and identify solutions for regional problems:

- Ensuring a pooling of resources
- Facilitating agreements for the adoption of common policies
- Preparing for future growth and development of the region



# MAG Members

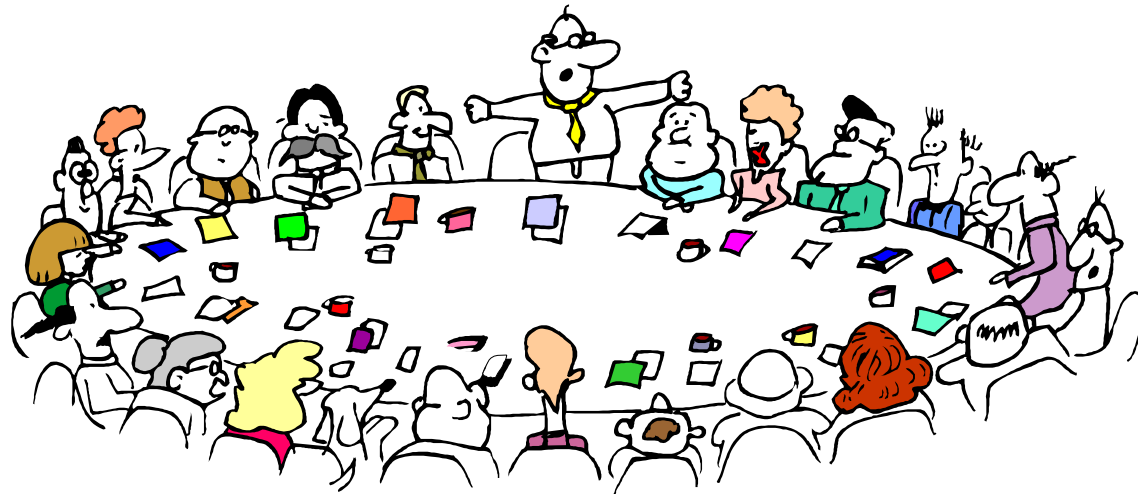




# Who Governs MAG?

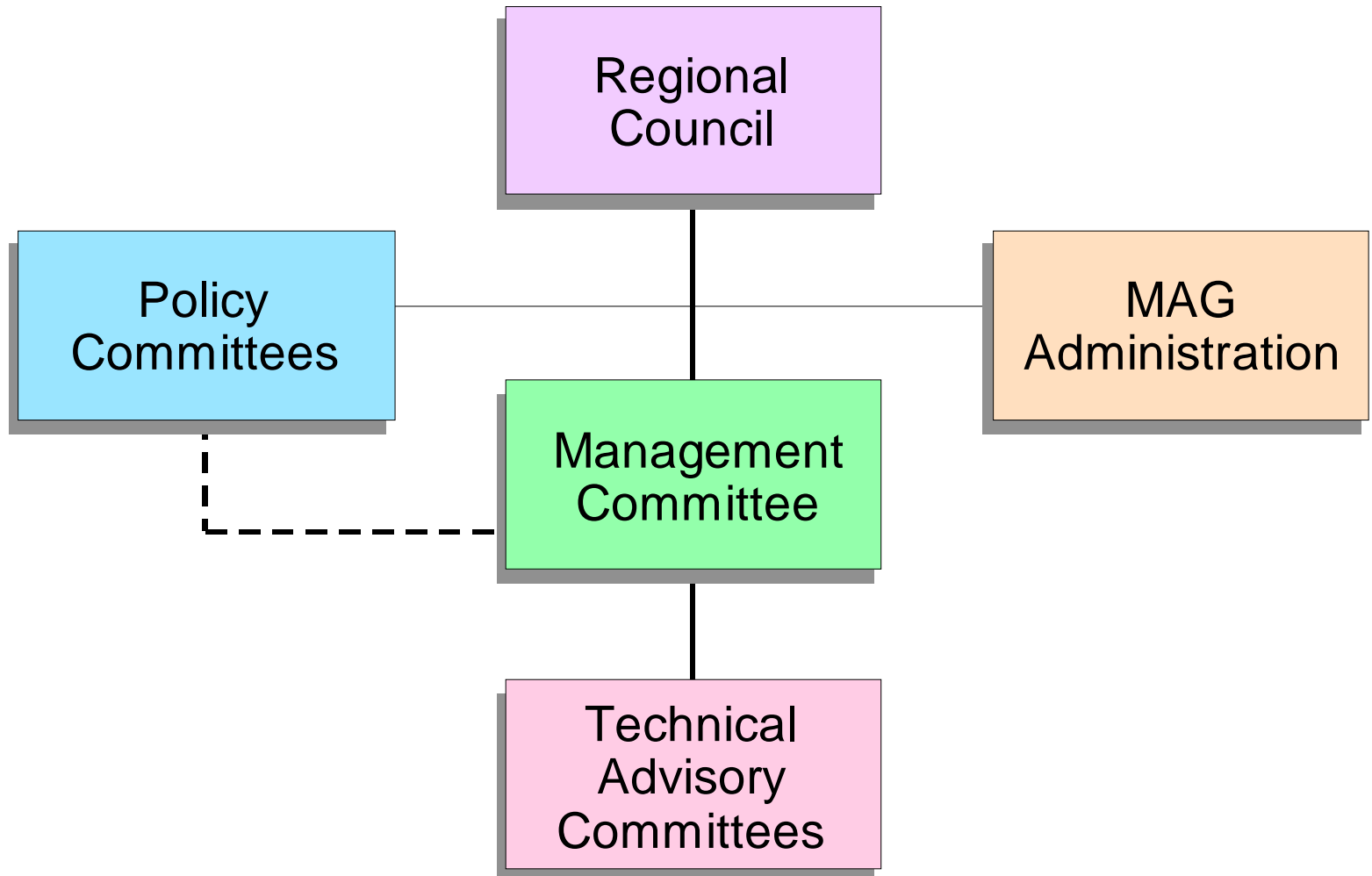
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- Elected leaders from:
  - Cities, Towns and Maricopa County
  - Indian Communities
  - ADOT (Appointed by the Governor)
  - CTOC (Appointed by the Governor)





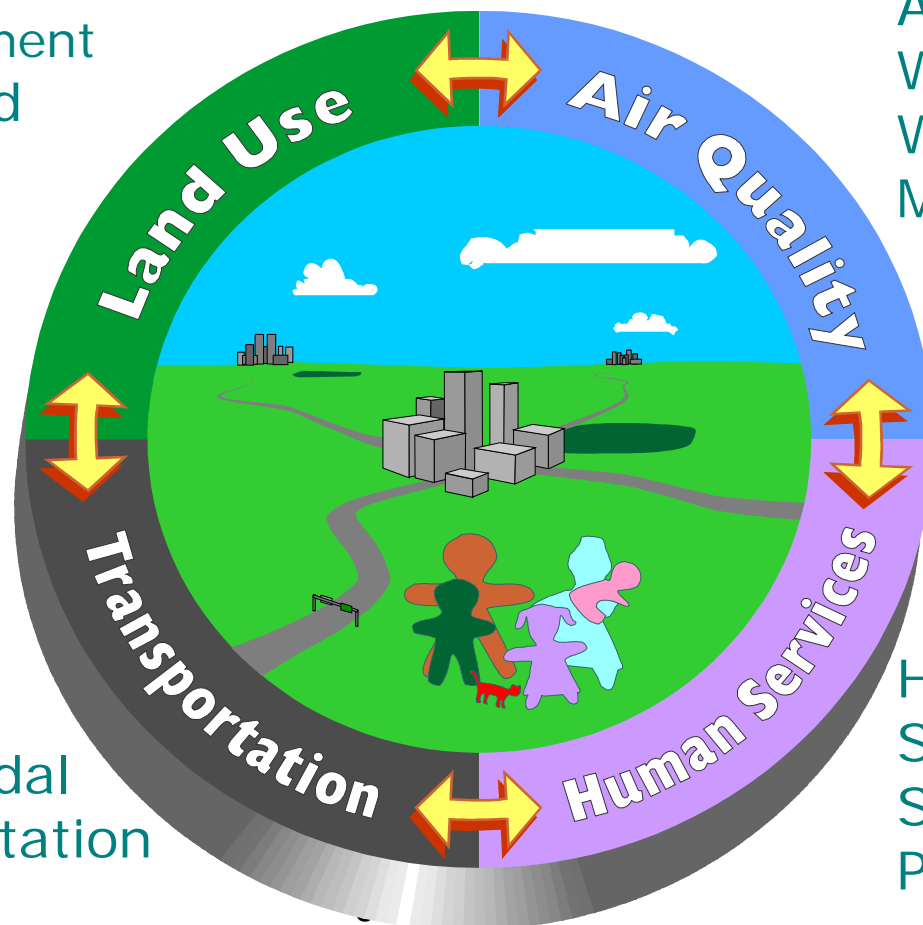
# MAG Policy Structure



# MAG Planning Efforts

Regional  
Development  
and Land  
Use

Air Quality,  
Water and  
Waste  
Management

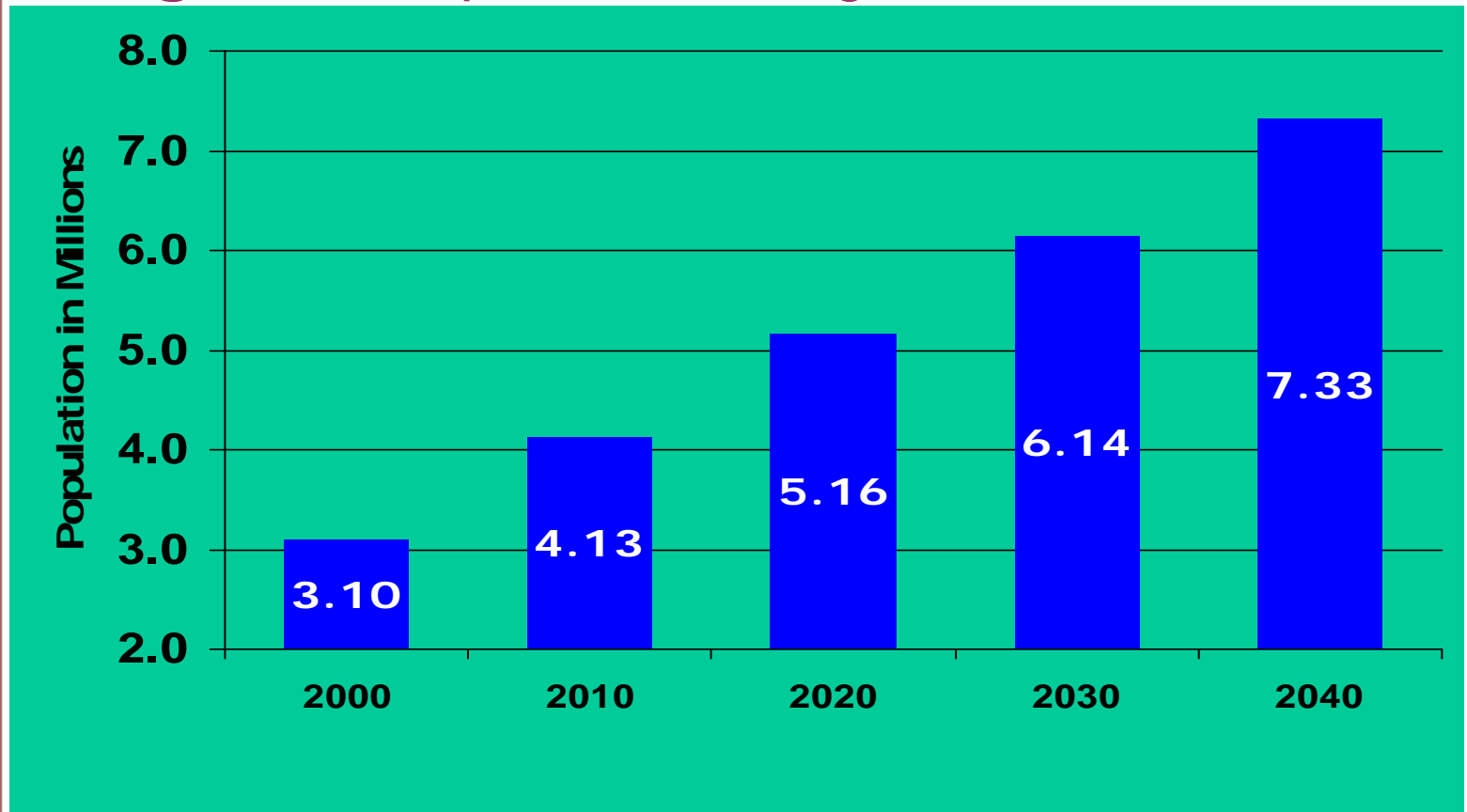


Multi-Modal  
Transportation  
Planning

Human  
Services and  
Socioeconomic  
Planning

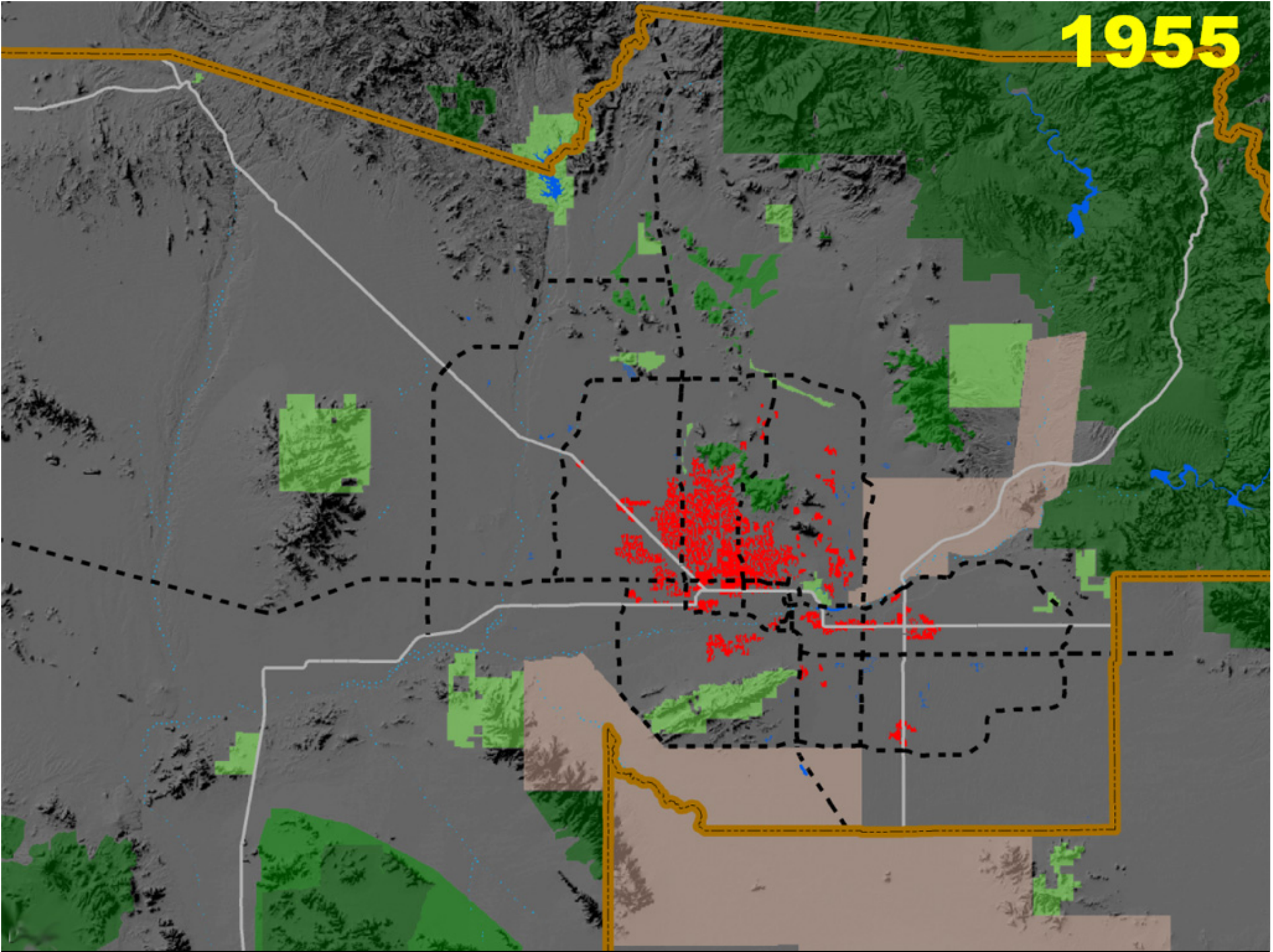
# Population Growth Predicted

Population in general and specifically for seniors is predicted to grow exponentially



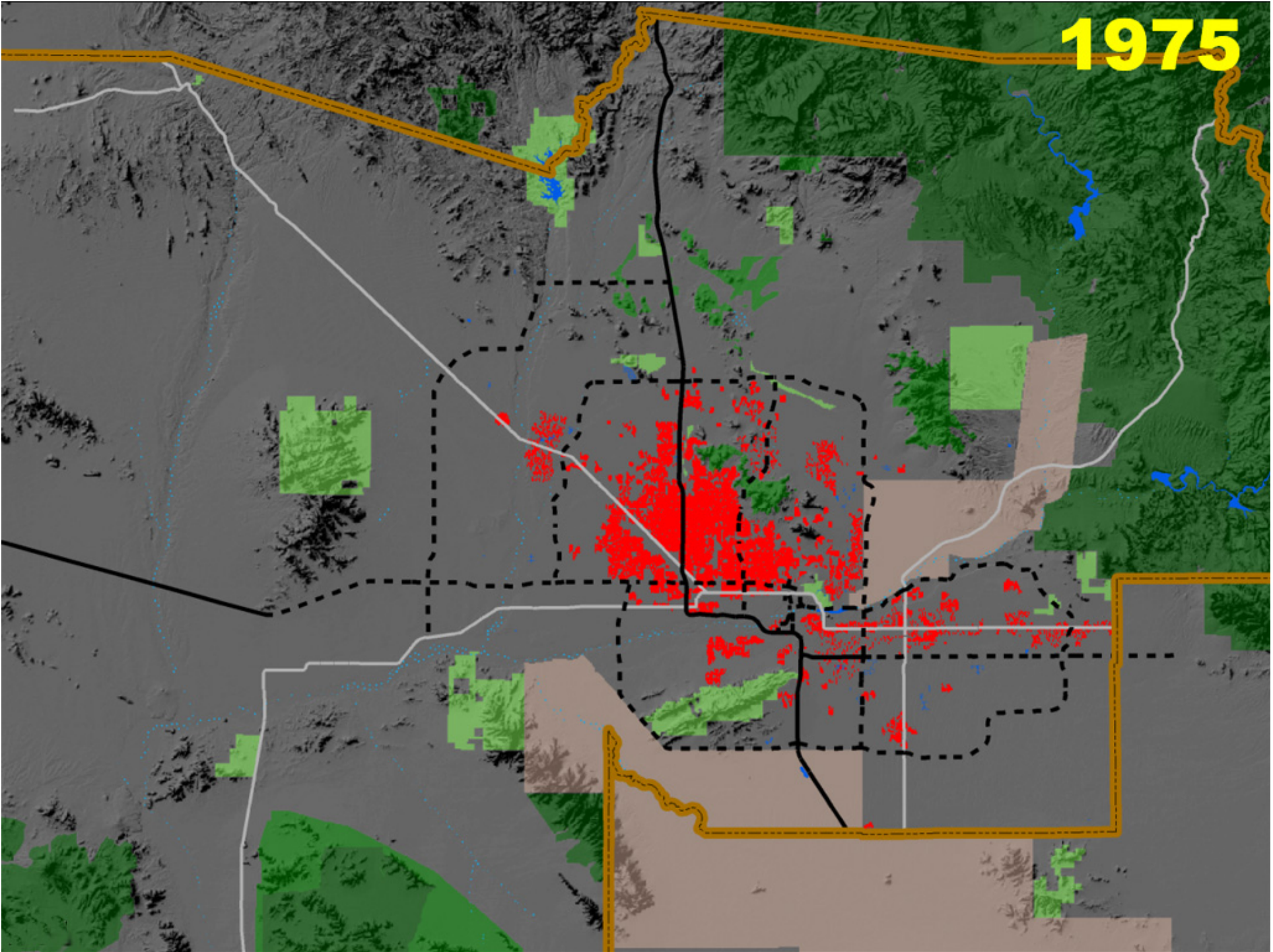


1955



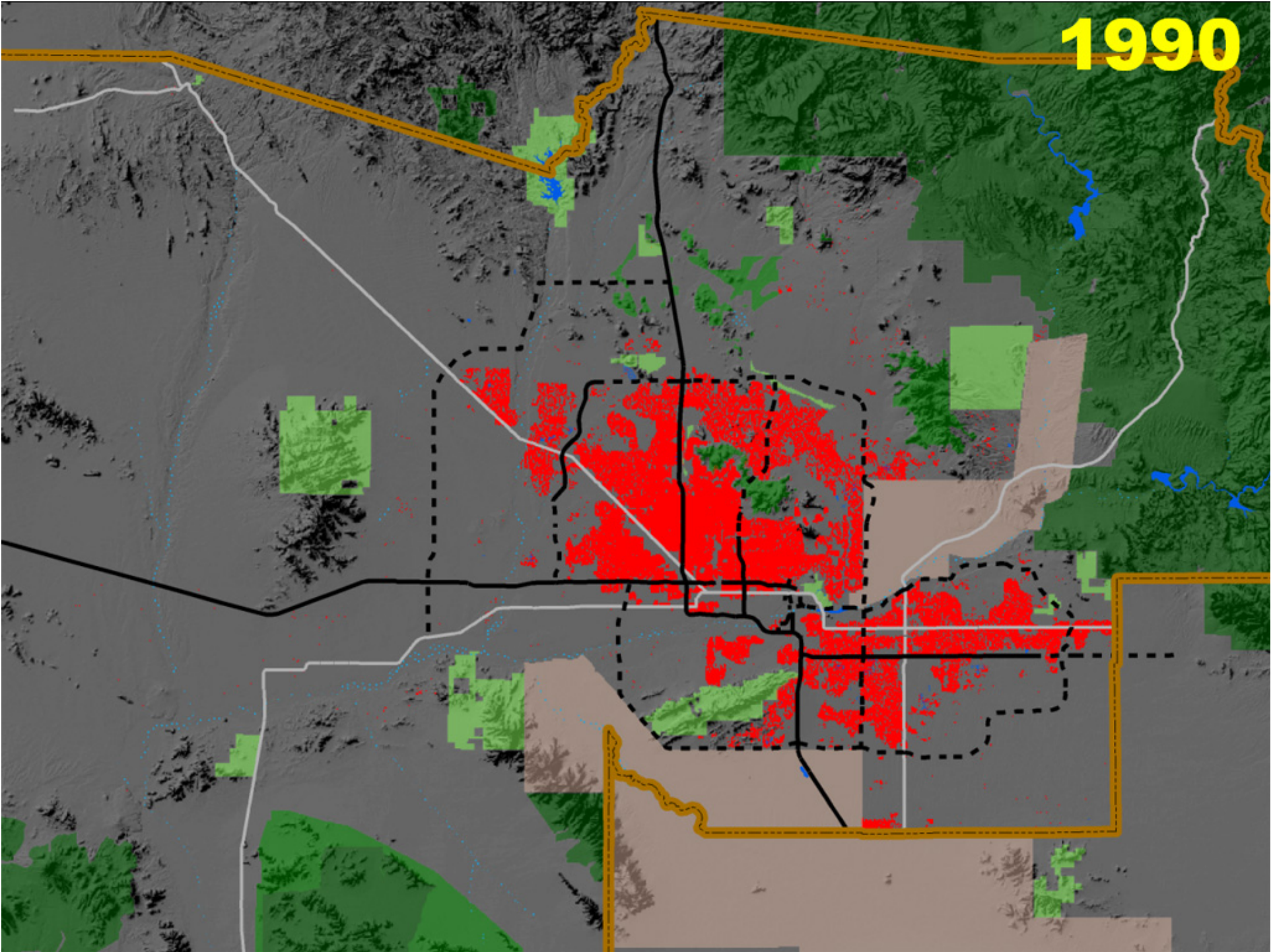


1975



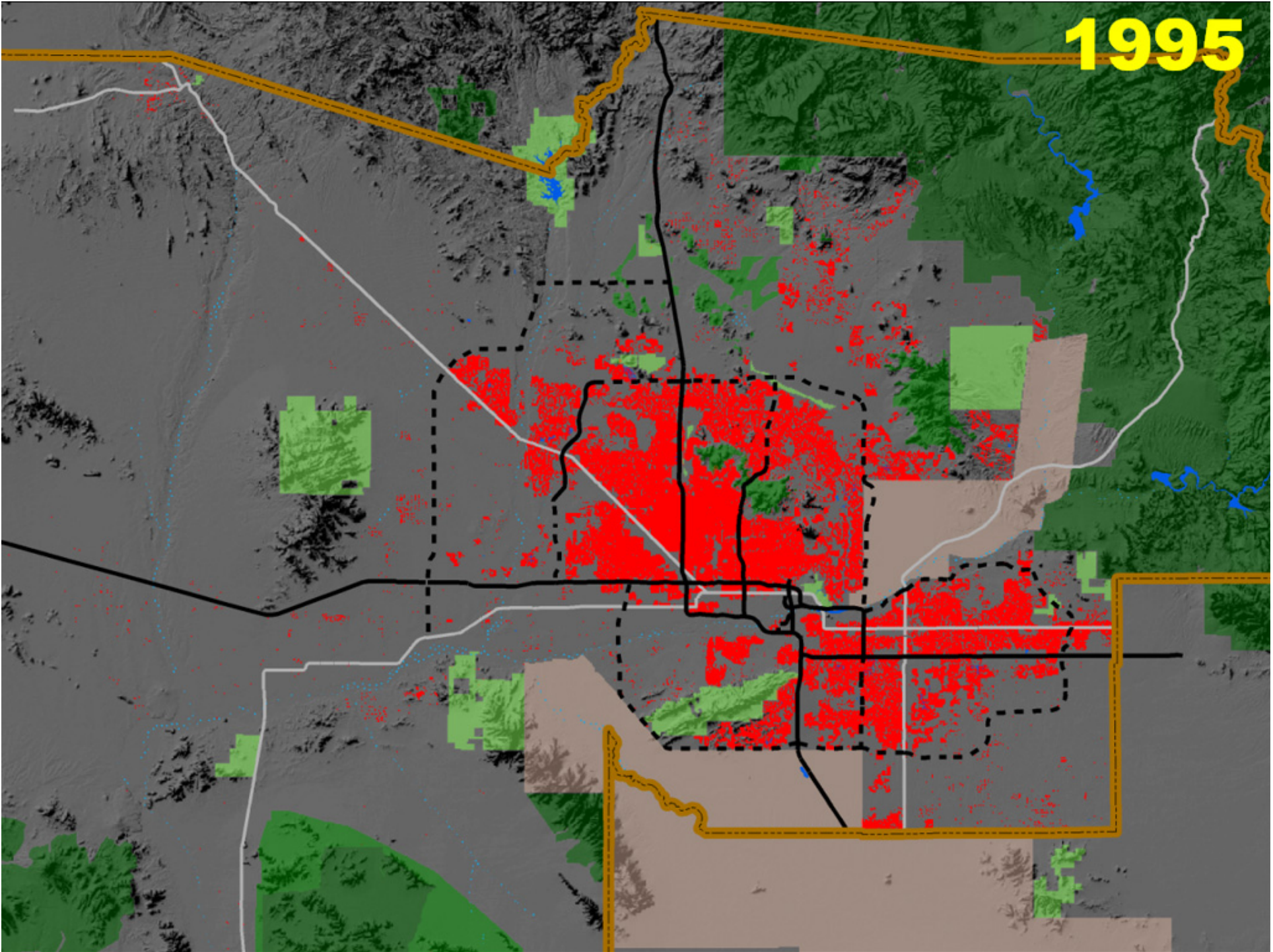


**1990**



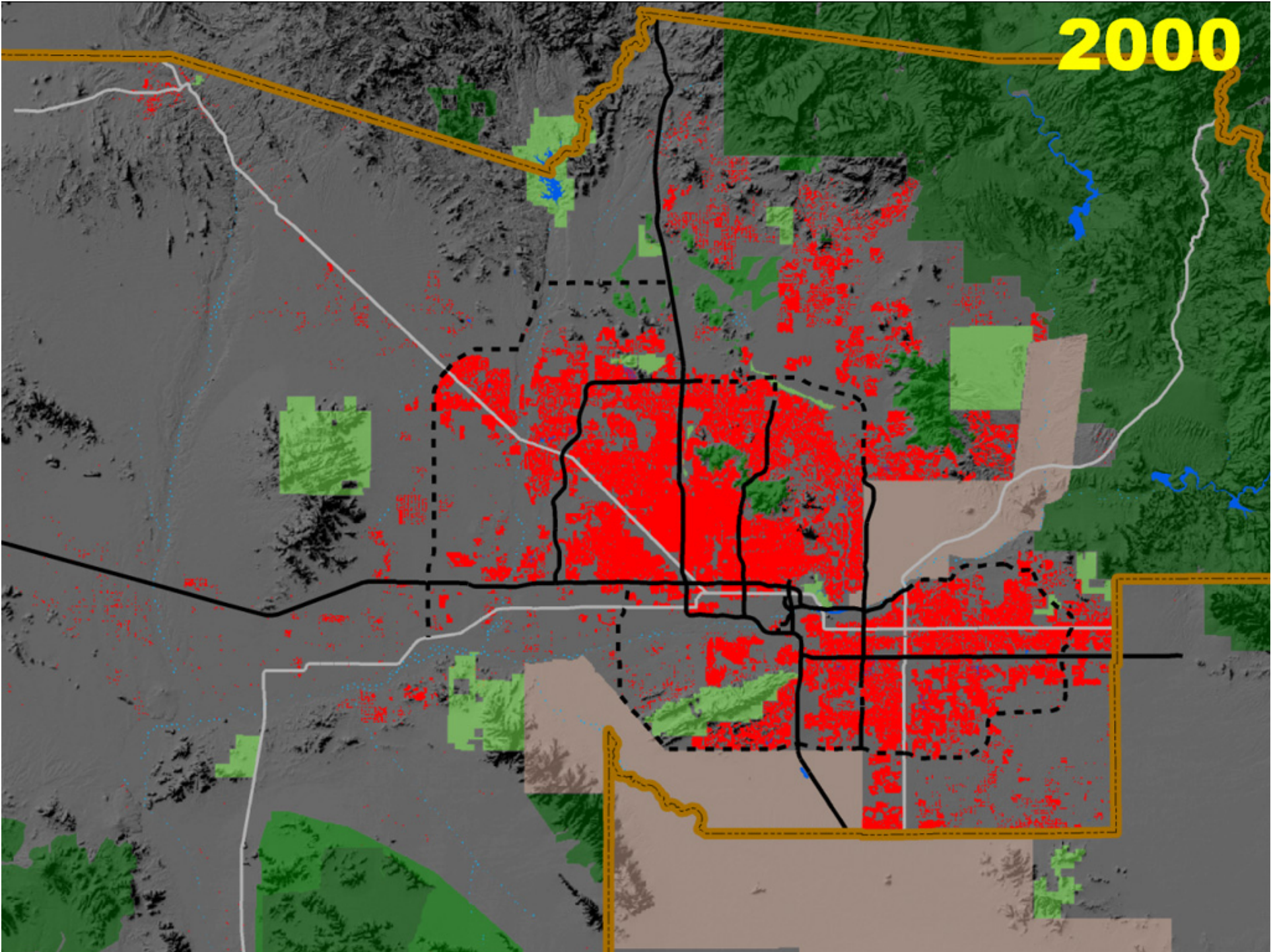


**1995**



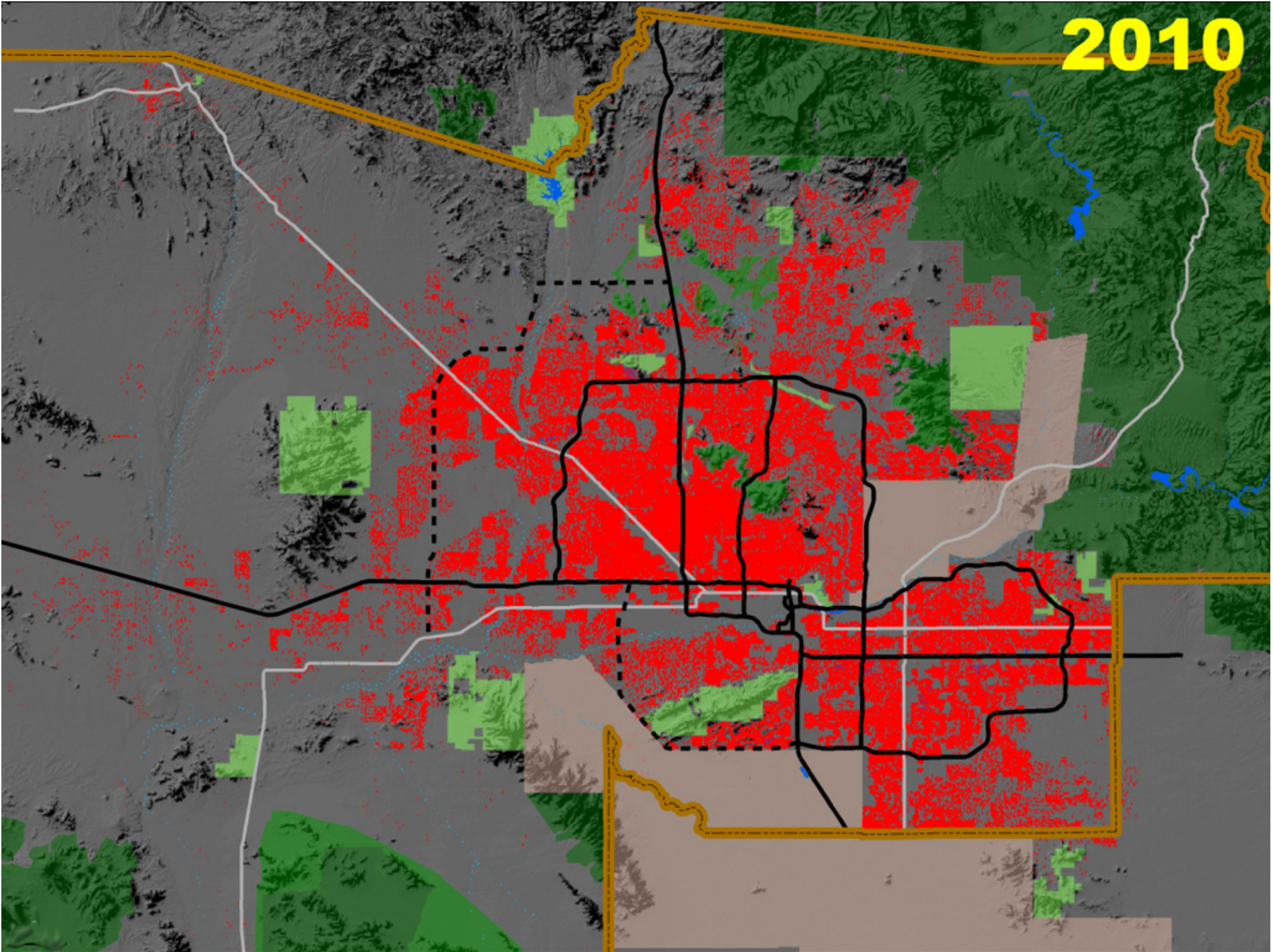


2000



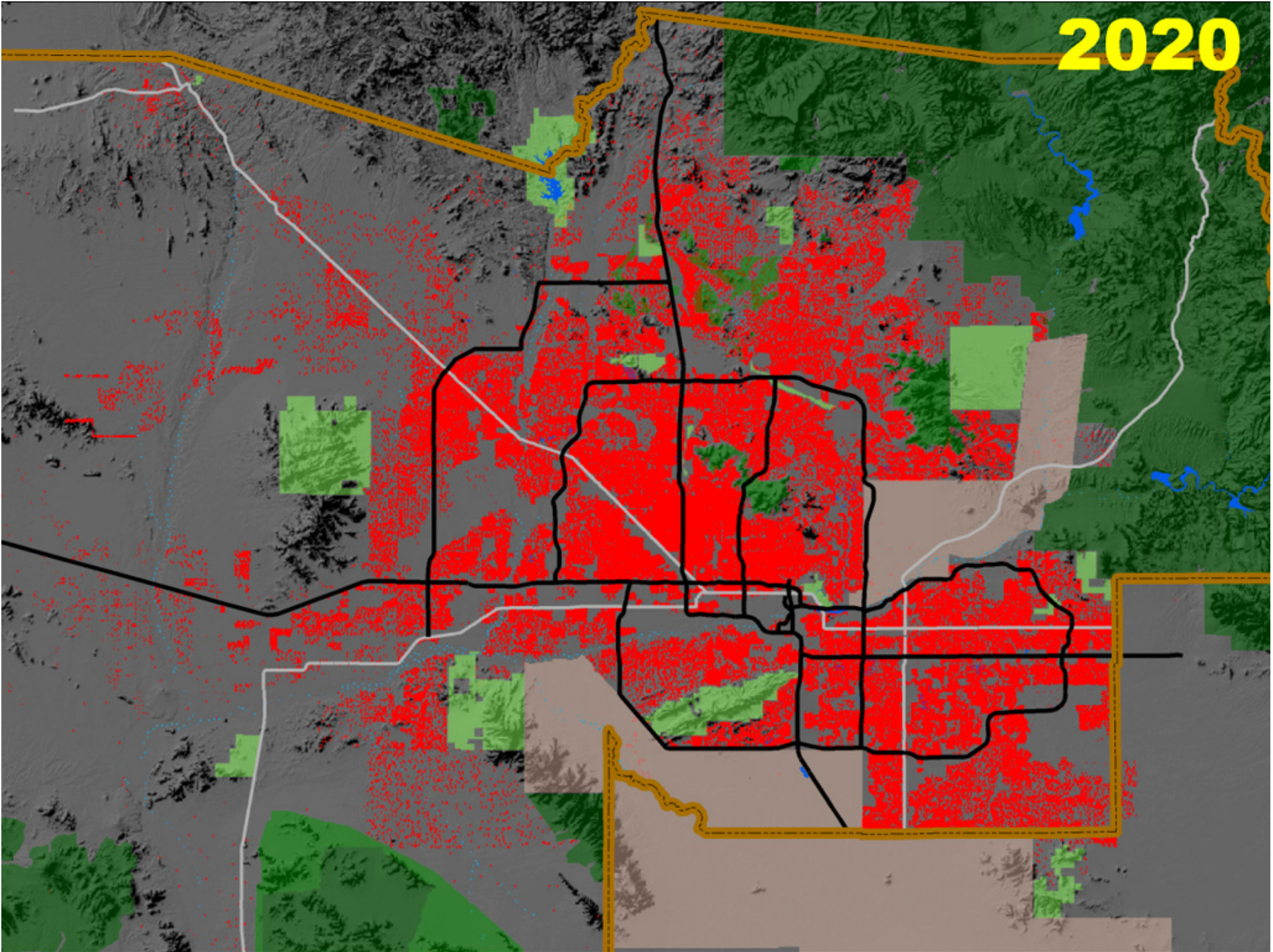


2010



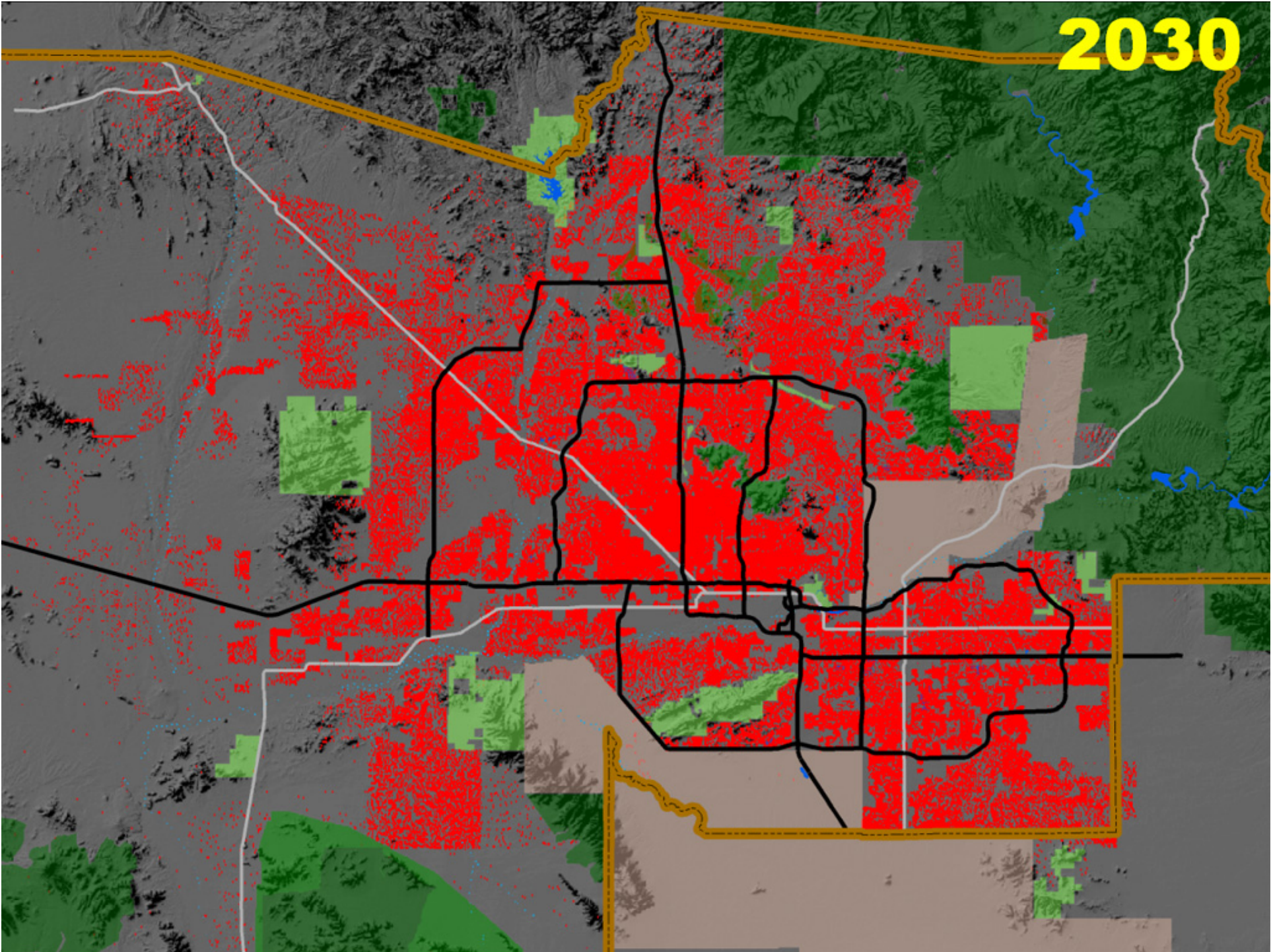


2020





2030





# Regional Action Plan on Aging and Mobility

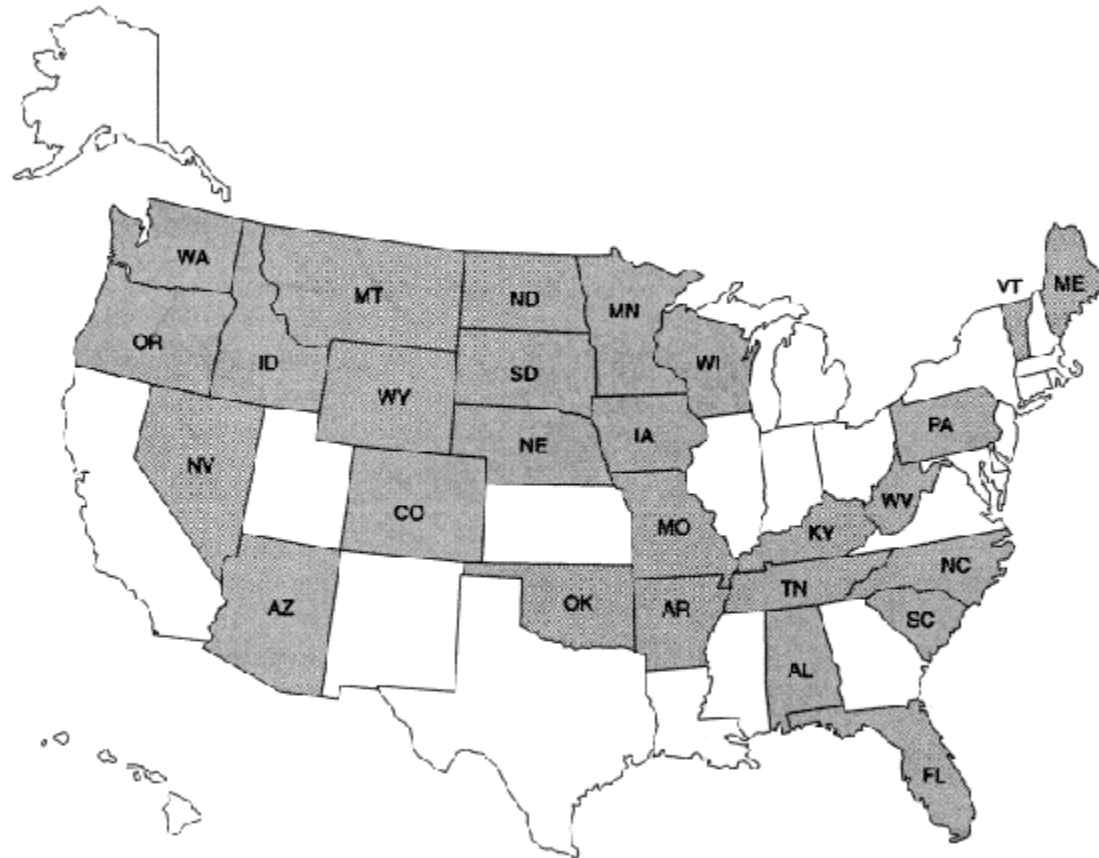
In 2001, in response to the projected dramatic increase in the number of elderly people, MAG created the Elderly Mobility Stakeholders group to develop a regional plan to address transportation issues directly impacting seniors.





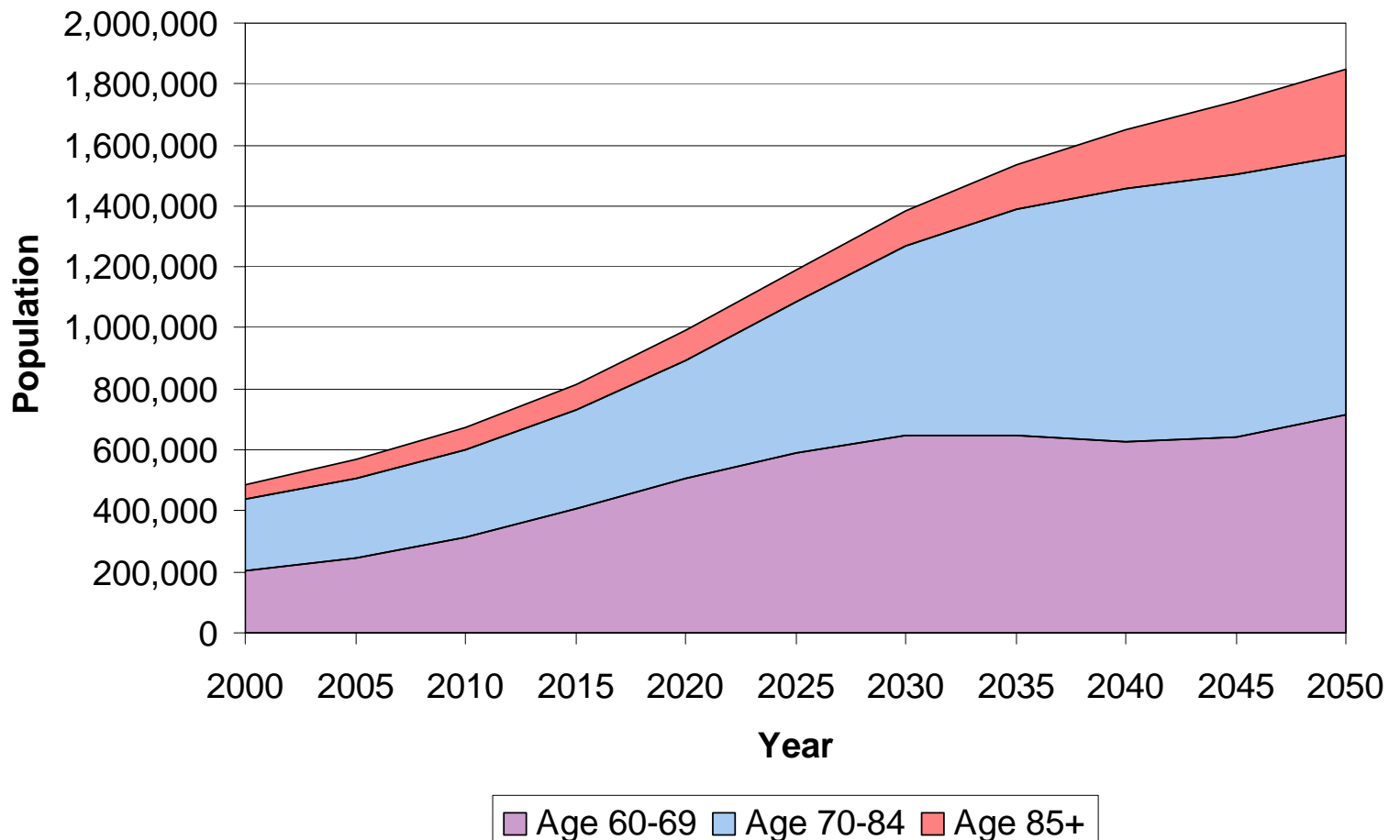
# The Age Wave

States where at least 20% of the population will be elderly by 2025.



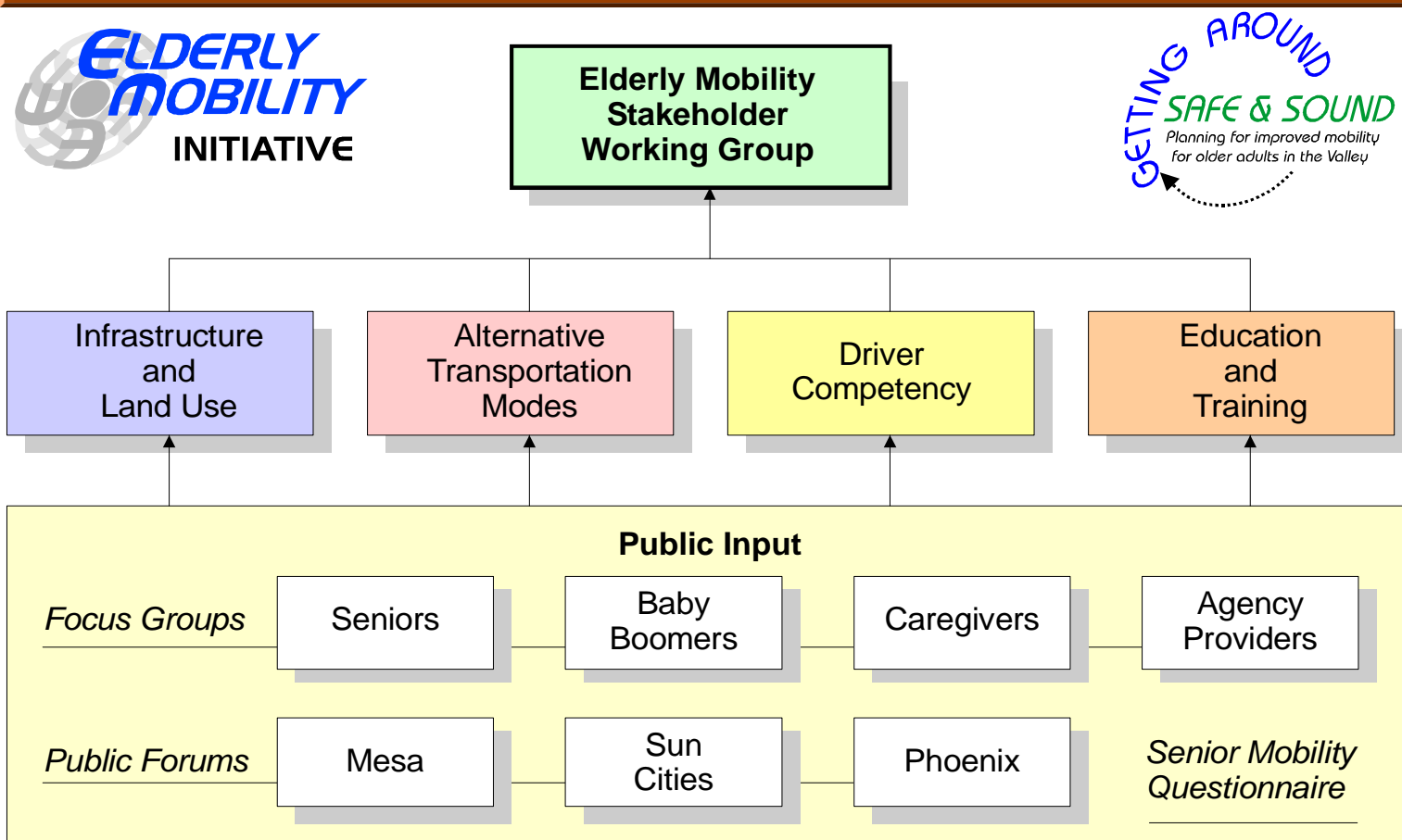
# The Age Wave

**Maricopa County Elderly Population, 2000-2050**



# Plan Development Process

## Regional Action Plan on Aging and Mobility



*Consulted with 15 National and Local Experts*

# Special Transportation Needs Study

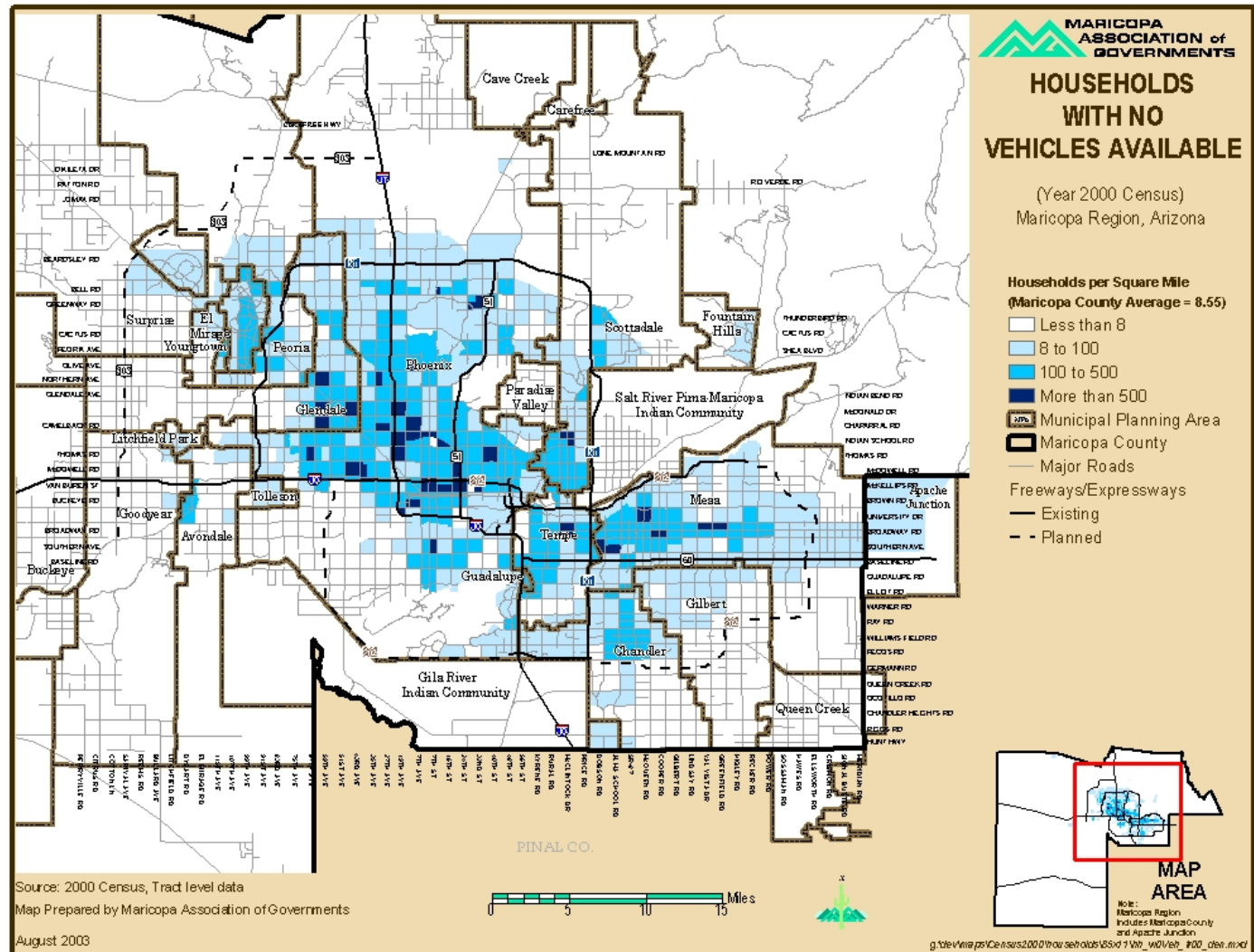
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1999, MAG commissioned a study that through data collection and interviews:

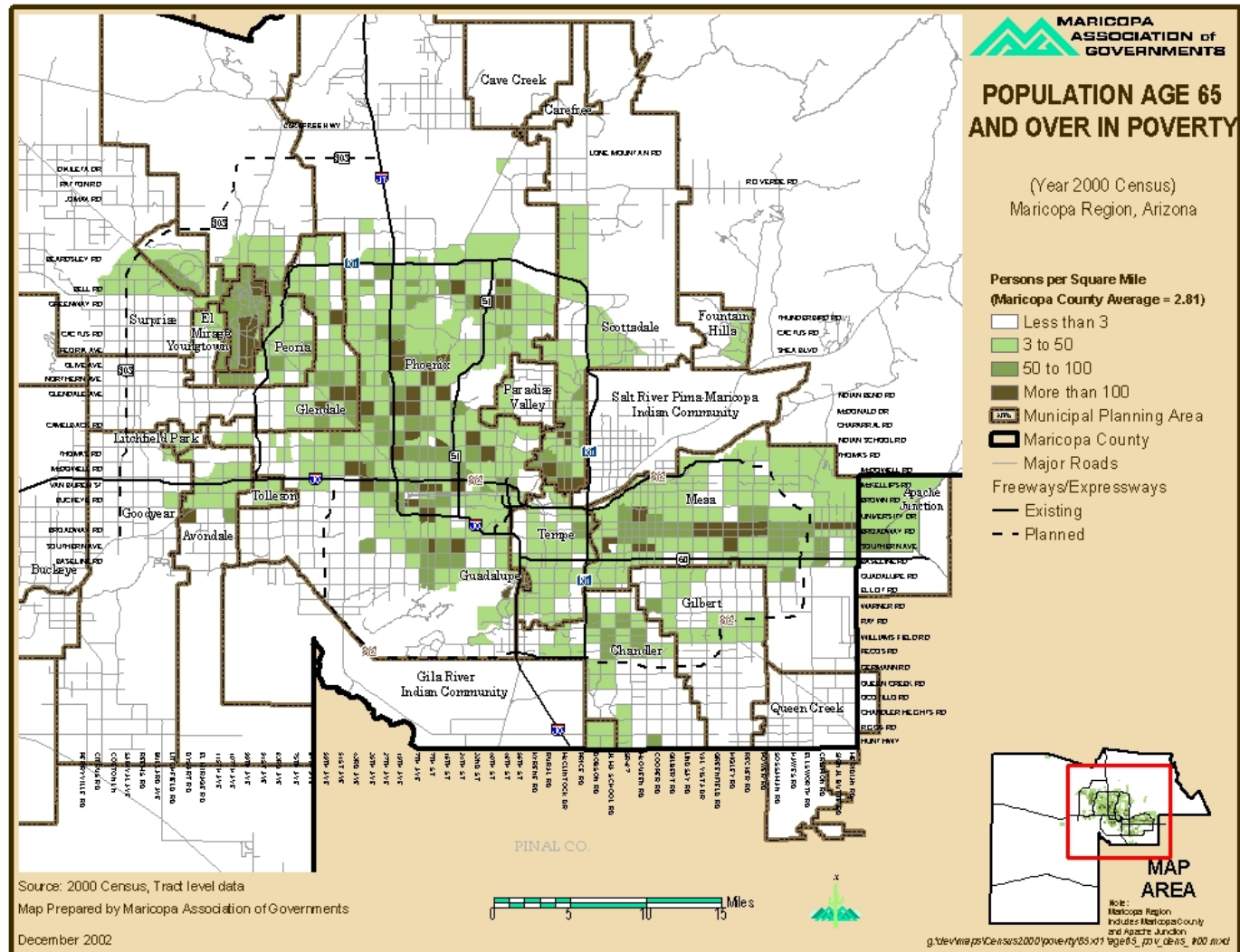
- Examined current transportation services
- Determined who used the services and for what purpose
- Identified
  - Resources
  - Gaps
  - Options
  - Alternatives
  - Short and Long Term Goals



# Households Without Cars

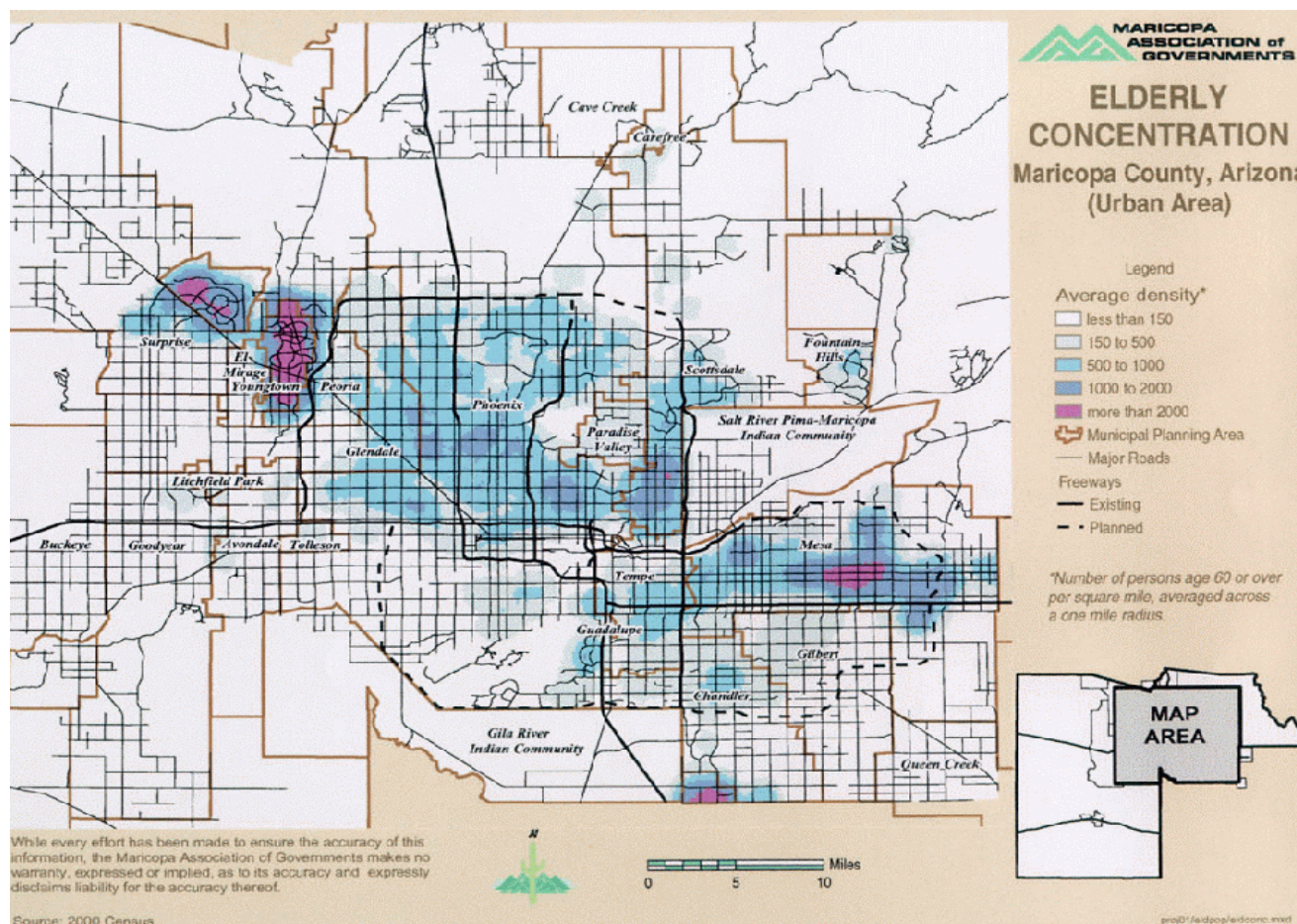


# Age and Poverty



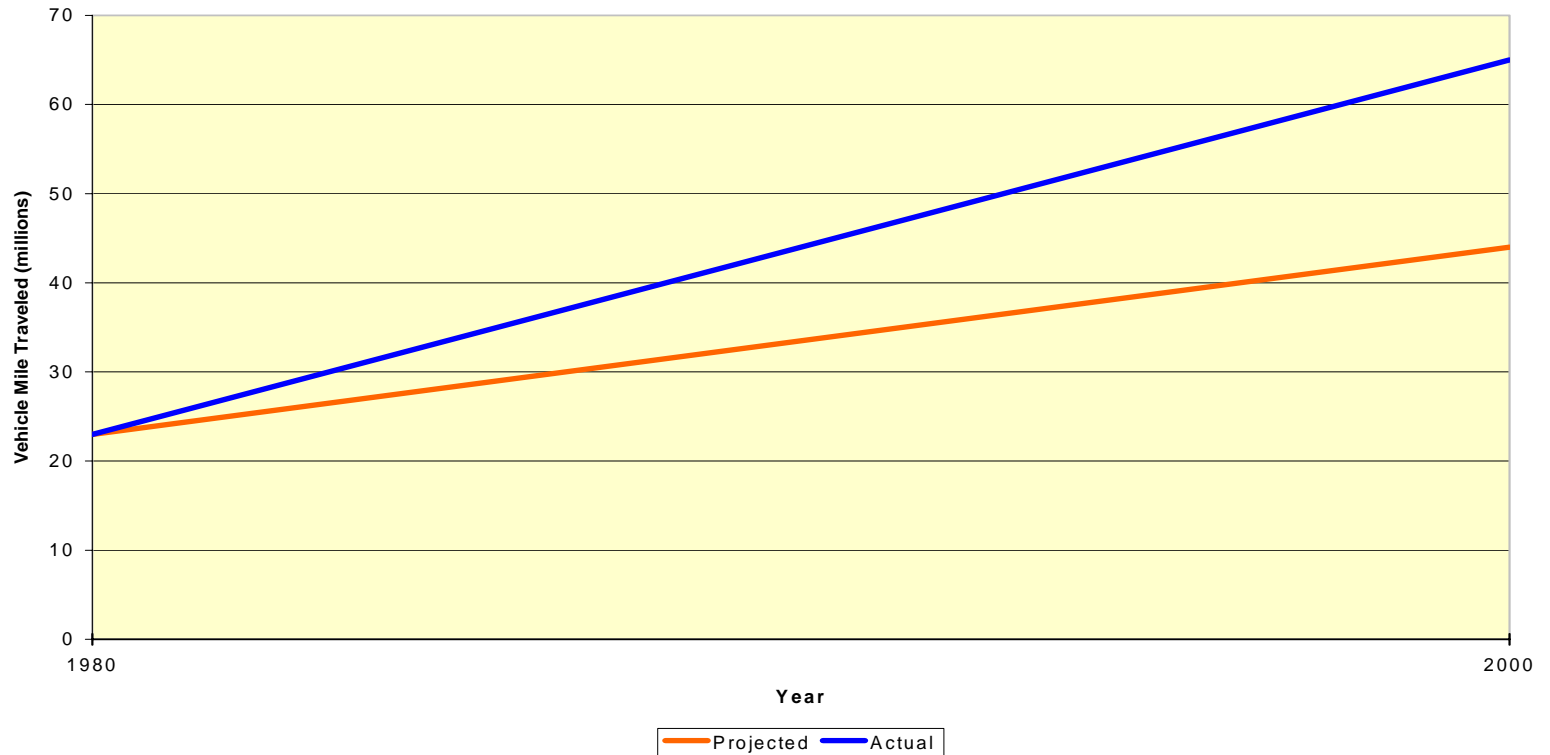


# Concentration of Elderly in Maricopa County



# Projection of Vehicle Miles Traveled

Comparison of Projected and Actual Vehicle Mile Traveled (1981 Projections)



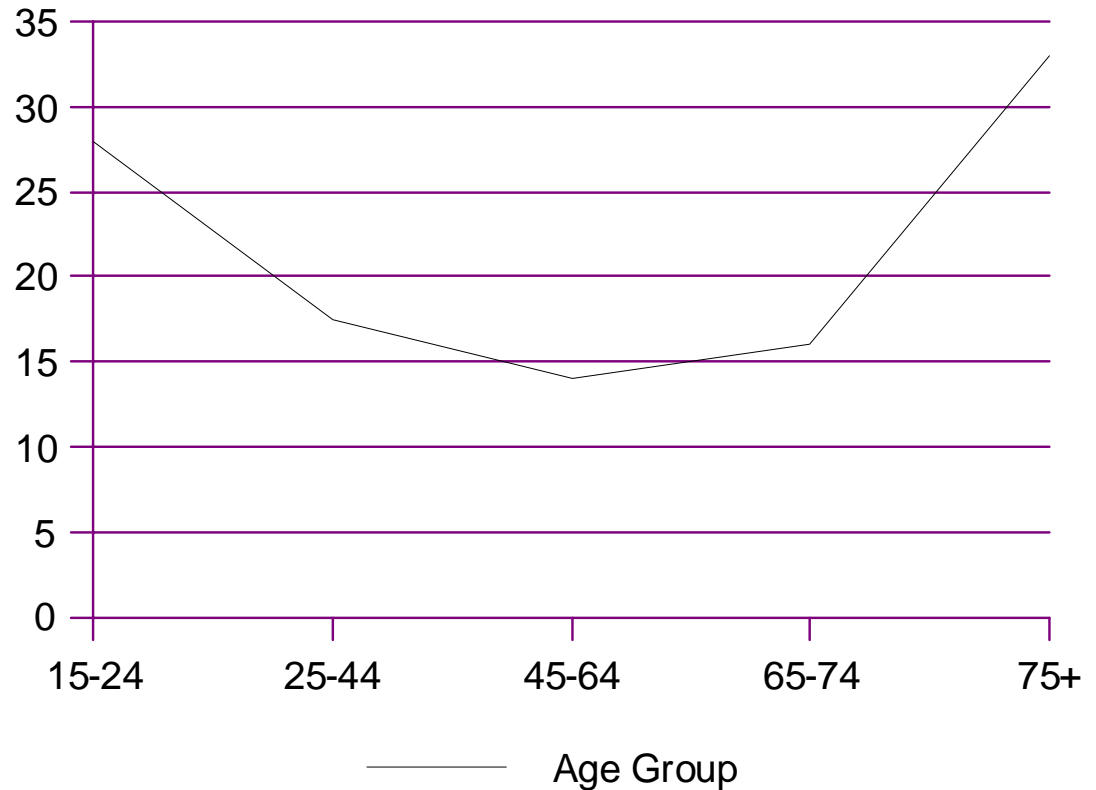
Seniors in the future will drive more than seniors currently drive.



# Safety Implications

- Seniors have more crashes for the number of miles they drive compared to other age groups

- They are also more than twice as likely to be killed in a crash



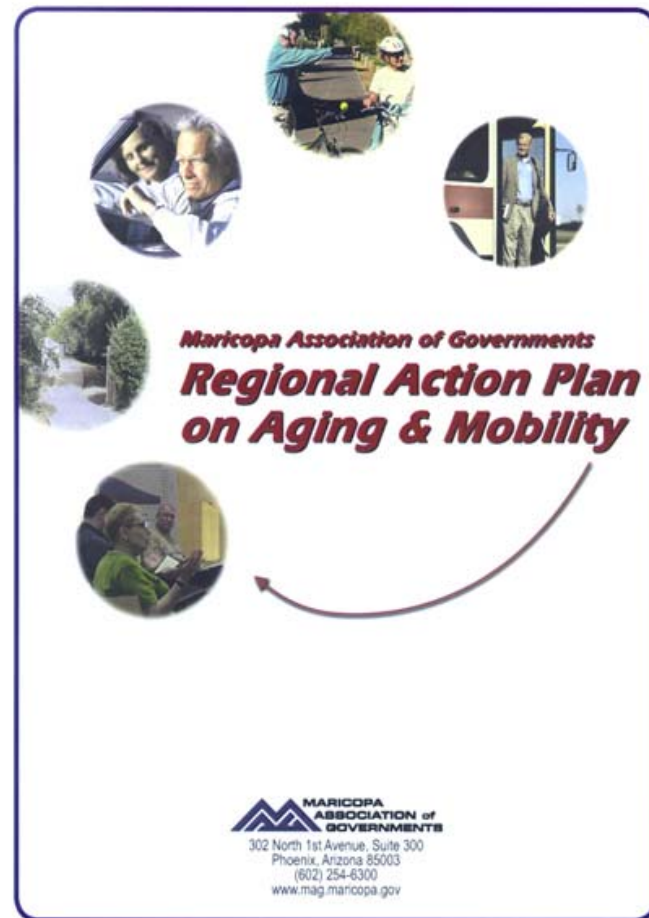
# Regional Action Plan 25 Recommendations

The Plan was Organized  
Into Four Key Areas:

- Infrastructure and Land Use
- Alternative Transportation Modes

- Education and Training

Older Driver Competency





# Organization of the Plan

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The Plan Assessed Each Recommendation With These Criteria:

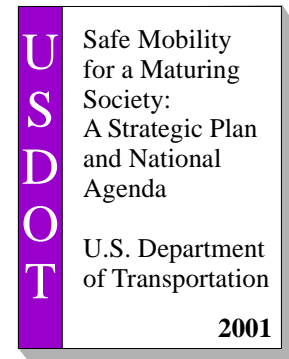
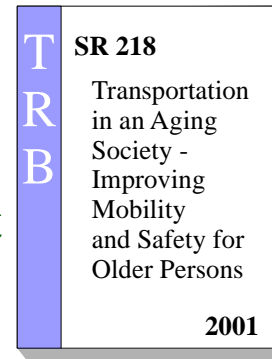
- Recommended Best Practice
- Roadblocks to Implementation
- Resources Available
- Responsibility
- Rationale for Implementation

# 25 Recommendations

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## Infrastructure and Land Use

1. Incorporate the *FHWA Guidelines* into the MAG Specs & Details for Public Works Construction



2. Use the *FHWA Guidelines* in the ADOT Design Standards and in review of federally funded projects.

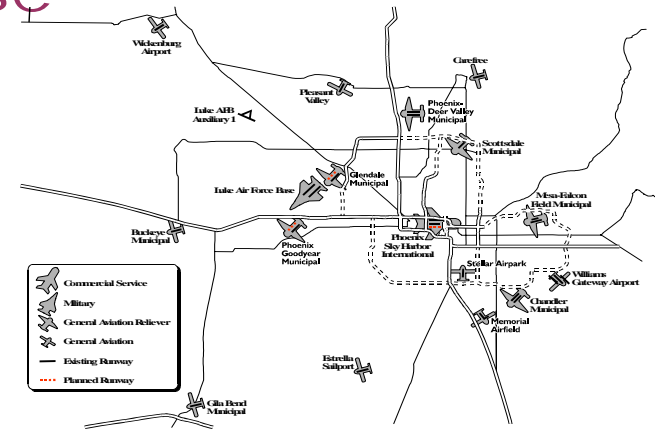
3. Maintenance of Current Infrastructure



# 25 Recommendations

## Infrastructure and Land Use

4. Improve airport accessibility and then broaden the scope to include transfer points from bus and light rail



5. Update the *MAG Pedestrian Area Policies and Design Guidelines* to include senior issues

6. Identify pilot pedestrian-friendly areas and incentives for Elderly Pedestrian Zones

# 25 Recommendations

## Infrastructure and Land Use

7. Education and Awareness: Educate city planners, developers, community groups through publications, workshops and awards programs



8. Public Involvement: Conduct Liveable Cities Audits

9. Intelligent Transportation Systems: Consider improvements such as “Smart Stops” (bus stops that have “real time” information)



# 25 Recommendations

## Alternative Transportation Modes

10. Dedicate MAG staff to coordinate an on-going effort to insure implementation.



11. Establish a Transportation Consortium to oversee a coordinated transportation system for seniors.

12. Data and Access to Information: Create a data base that would link seniors to services.



# 25 Recommendations

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## Alternative Transportation Modes

13. Expand Existing Services such as mileage reimbursement, taxi voucher, neighborhood circulators, peer group travel training.

14. Develop new ideas such as ITN or Senior Vanpool program.

15. Private Sector Involvement: Provide specialized service and tax incentives so that commercial establishments would subsidize trips.





# 25 Recommendations

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## Alternative Transportation Modes

16. Transit Amenities: Improve amenities at transit stops to include benches, shade, water and bus schedules.

17. Expand Peer Travel Training: Use volunteers to help seniors use the bus, walk and bike.

18. Funding: Encourage legislation that supports funding for transportation coordination efforts.

# 25 Recommendations

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## Older Driver Competency

19. Driver Screening and Retraining: Develop a pilot driver screening battery study. After the study, implement testing centers.

20. Data Collection and Analysis: Improve statistical information on senior drivers at the Motor Vehicle Division.

21. Training: Create a driver intervention program with assessment, education, re-training, counseling, case-management



# 25 Recommendations

## Education and Training

22. Develop a public education campaign with web site, publications and psa's.



23. Develop a course in sensitivity training to professionals in health care, traffic and law enforcement.



# 25 Recommendations

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## Education and Training

24. Access to Transportation Information: Publicize Senior Help Line to seniors.



25. Advocacy: Advocate for mandatory insurance discounts for seniors who complete AARP 55-Alive course.



# Implementation of the 25 Recommendations

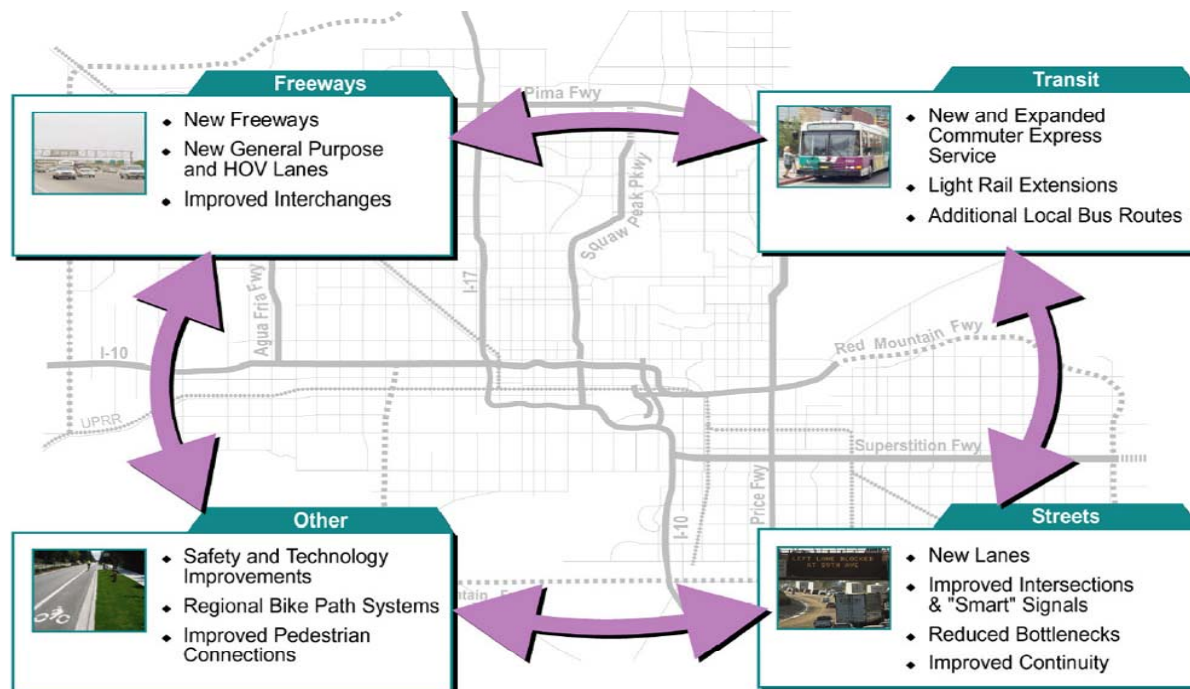
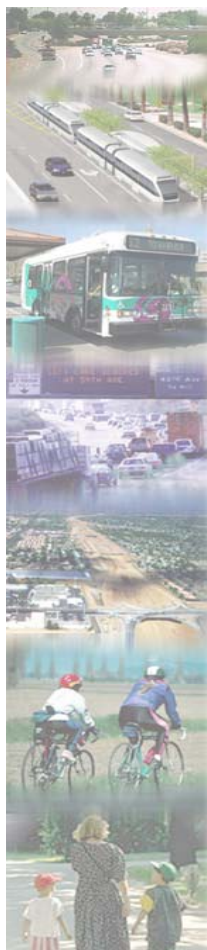
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The following series of slides illustrates the efforts to implement the 25 Recommendations. Every program or project came about from a partnership in the community.

# Implementation: Regional Planning

In 2004, MAG developed a Regional Transportation Plan:

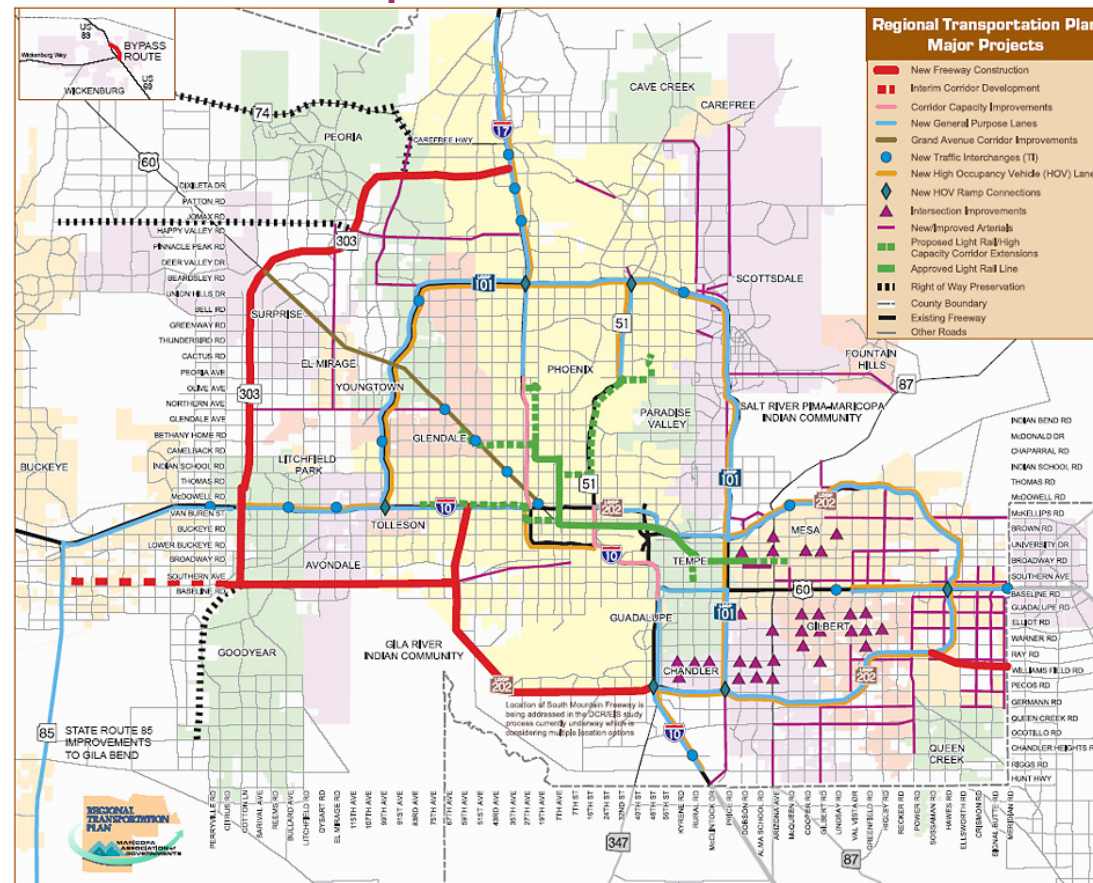
**RTP is an Integrated Plan that recognizes the different needs in different area**





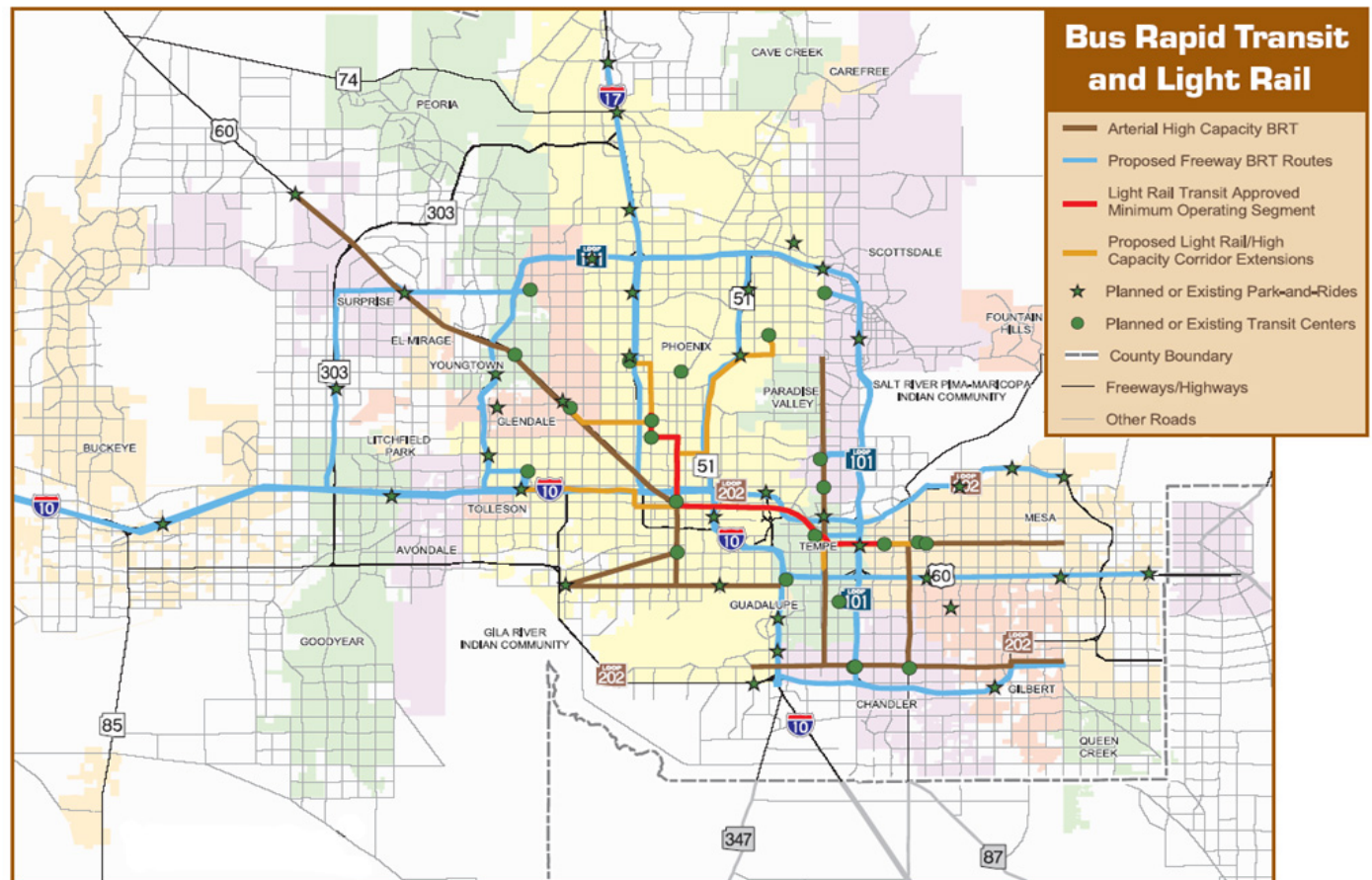
# Implementation: Regional Planning

Transit is emphasized in order to provide service for seniors to maintain independence



# Implementation: Regional Planning

Light Rail will bring an added service





# Implementation: Regional Planning

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## Transit Funding: \$2.8 billion

- More than a 3X increase in bus service region-wide.
- Creates a new “Super Grid” regional bus network, offering improved and new bus service.
- Adds vehicles for transit services:
  - Nearly 1,800 regional buses.
  - 30 buses for rural transit.
  - More than 800 dial-a-ride vehicles.
  - More than 1,300 vanpool vehicles.

# Implementation: Infrastructure and Land Use

Update the MAG *Pedestrian Policies and Design Guidelines*



The new guidelines incorporated sections specifically addressing senior, ADA and school issues and are used to design pedestrian facilities in the region.



# Implementation: Infrastructure and Land Use

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## Pedestrian Design Assistance Program



**The program gives funding to design specific pedestrian facilities within jurisdictions.**

# Implementation: Infrastructure and Land Use

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## Pedestrian Design Assistance Program

- Since the initiation of the program, 20 projects have been selected for a total of \$901,000 -- that has leveraged over \$5 million in federal funding.
- Next year \$200,000 in Congestion Mitigation and Air Quality (CMAQ) is available for the program.



# Implementation: Infrastructure and Land Use

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## Pedestrian Design Assistance Program

### **Submitted Projects are assessed according to:**

Need: 40%

Replication: 20%

Linkages: 10%

Existing Plans: 5%

Community Support: 10%

Cost Effectiveness and

Available Funding: 15%



# Implementation: Infrastructure and Land Use

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## Pedestrian Design Assistance Program: Approval Process

The Pedestrian Working Group sends the recommendations to the Regional Council (all the mayors).

After Regional Council approval, cities select a consultant from a pre-approved consultant list to design their project.



The cities work with the consultant and directly supervise the project. MAG manages the contract and oversees the work products.



# Implementation: Infrastructure and Land Use

## Bicycle/Share-Use Design Assistance Program

Similar to the Pedestrian Design Assistance Program. \$300,000 is available in 2006-2007.

The goal is to help jurisdictions with funding to design bicycle facilities for people of all ages and abilities.



# Implementation: Infrastructure and Land Use

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## MAG Regional Bikeway Master Plan

Achieve a truly regional system of on-street and off-street paths/trails considering:

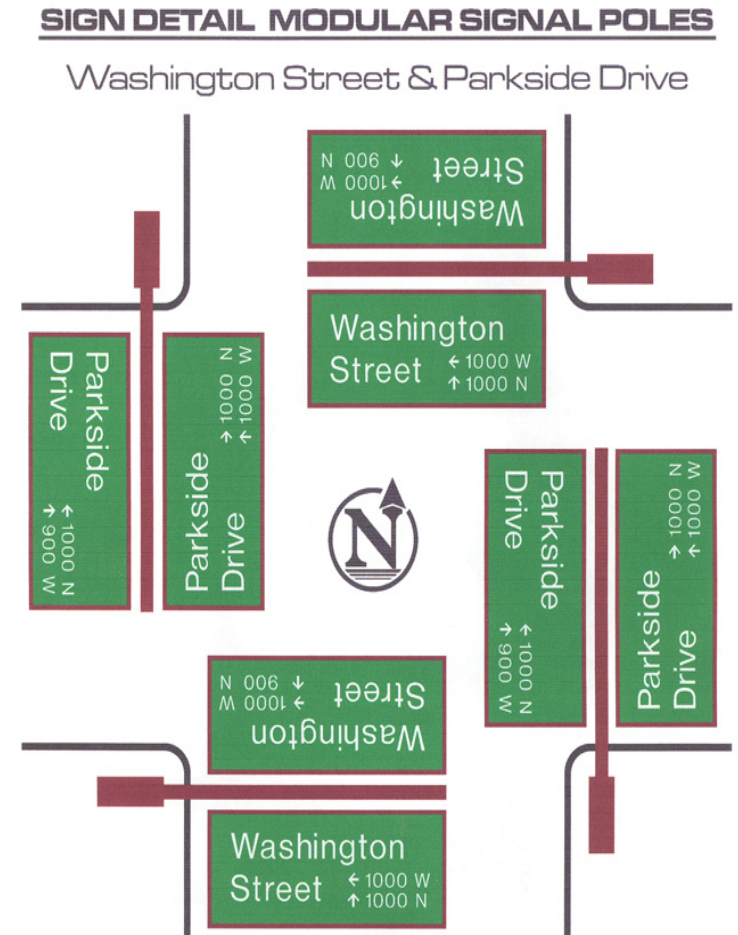
- Access
- Safety
- Connectivity
- User-friendly





## Larger Letter Street Name Signs Project:

\$400,000 will provide funding to jurisdictions for larger lettered street signs and Clearview font according to *FHWA Guidelines and Recommendations To Accommodate Older Drivers and Pedestrians*.



# Implementation: Infrastructure and Land Use

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## Aging and Airport Terminal Design Considerations:

- Mobility → *Walking*
- Strength → *Waiting/lifting*
- Sight → *Signage/Lighting*
- Hearing → *Messages*
- Touch → *Vending machines*
- Cognition → *Way finding*



# Implementation: Infrastructure and Land Use

## Walking Assistive Devices Needed

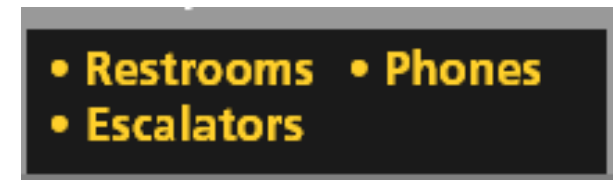
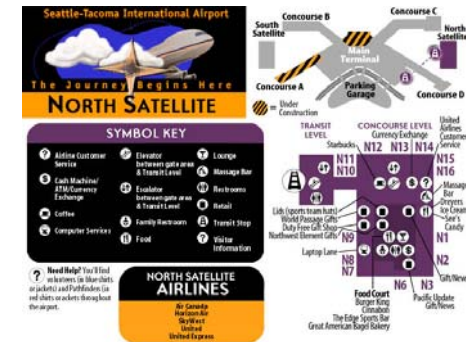
- Horizontal Space
- Vertical Space
- Diagonal Space  
(grade change)



# Implementation: Infrastructure and Land Use

## Way Finding Facilitation Needed

- Simplify maps
- Improve signage
- Enhance lighting



Source: PANYNJ March, 2002



Photo: Michael Meyer

Source: Lighting Research Center, RPI 2001



# Implementation: Infrastructure and Land Use

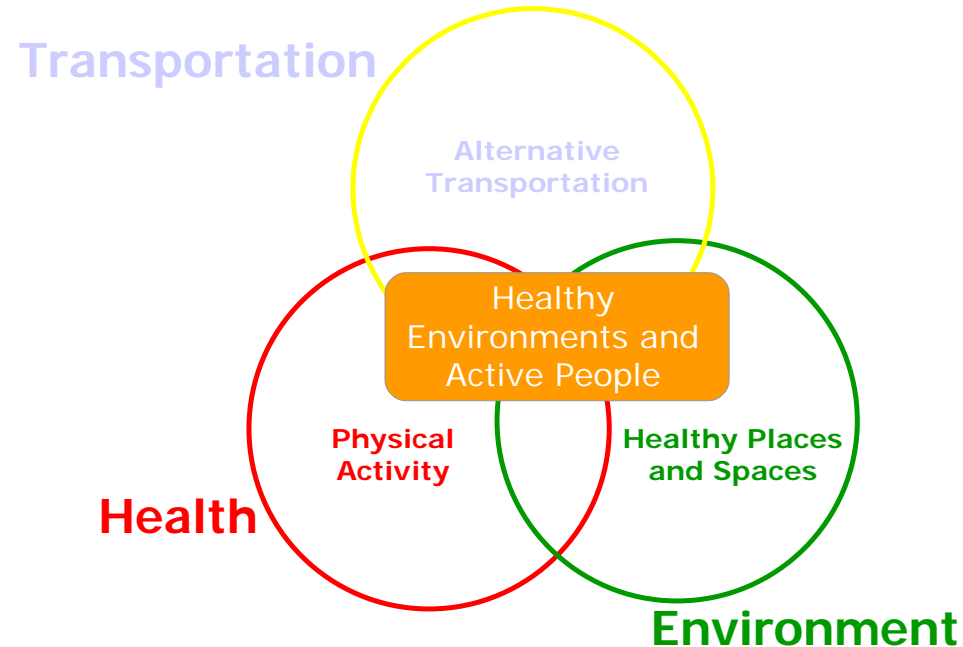
## Waiting Reduction Solutions

- Security
- Gate
- Baggage



# Implementation: Infrastructure and Land Use

Because transportation affects many aspects of a community, MAG programs have involved community partners especially in the health professions.





# Implementation: Infrastructure and Land Use

## Advancing the Concept of Active Living



Active Living is a way of life that integrates physical activity into daily routines.

# Implementation: Infrastructure and Land Use

## Active Living Through Community Design

There is a direct correlation between a livable city where residents can freely walk and bicycle and the health of the community.





# Implementation: Infrastructure and Land Use

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## Active Living Through Community Design



Public health professionals believe that lifestyle changes that increase **daily** levels of walking and bicycling **may be more effective than** interventions centered on structured classes.

# Implementation: Alternative Modes Transportation

## Senior Trail Day Event

MAG received a grant for \$5,000 from Dept. of Health and eight cities and 21 partners were involved including:

- Senior Olympics
- Area Agency on Aging
- Arizona State University
- The Walking Connection
- Parks and Recreation
- City Transportation Departments

# TATUM TRAIL

COME WALK AND BIKE THIS WAY



COOL, SHADY, AND AWAY FROM TRAFFIC

**JOIN US ON:**  
SEPTEMBER 29TH, 7-9 AM  
Enjoy the great health benefits of walking and/or biking, and get a free T-shirt with a photo of the trail on it.

**SPONSORS**



This publication was supported by the Preventive Health and Health Services Block Grant from the Centers for Disease Control and Prevention (CDC). Its contents do not necessarily represent the official views of the CDC.

**MAP**





# Implementation: Alternative Modes Transportation

Senior Trail Day Event used a variety of pathways:





# Implementation: Alternative Modes Transportation

## Senior Trail Day Event

On going promotion included giving participants a T-Shirt with a photo of the trail on it



Over 300 seniors participated.



# Implementation: Alternative Modes Transportation

## Sun City West Transportation for Senior Community



Dedicated lanes for golf carts

Sun City Foundation supply the bus and all expenses to shuttle residents to destinations within Sun City. Cost \$3.00



# Implementation: Alternative Modes Transportation

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## Human Services Transportation Coordination Plan

As part of the Federal: *United We Ride* and the state of Arizona: *Arizona Rides*, MAG has hired a consultant to develop an Human Services Transportation and Implementation Plan for Maricopa County region. The plan is expected to be finalized Spring 2007.



# Implementation: Alternative Modes Transportation

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The goal is a transportation coordination program that uses resources more cost-effectively through:

- Economies of scale
- Eliminating waste caused by duplicated efforts
- More centralized planning and management of resources
- Service gaps filled by offering services to additional individuals and geographic areas within existing budgets
- More trips for community members
- Cost savings

# On-Going Coordination Efforts

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## Bus – Bike – Walk





# On-Going Coordination Efforts

## Bikes on Bus



# On-Going Coordination Efforts

## Para Transit: Dial-A-Ride



Currently there are nine providers of Dial-A-Ride service and a planning process to consider consolidation and regional brokerage.



# On-Going Coordination Efforts

## Phoenix Reserve-A-Ride

City of Phoenix provides 153,000 rides to seniors and persons with disabilities.

There are 42 (16 passenger) vans.



## Maricopa County (STS)

Maricopa County runs 70 vans and serves 29 cities and towns for medical, adult day care, social service, recreational, shopping, senior centers and home delivered meals.

# On-Going Coordination Efforts

## Neighborhood Circulator - Suburbs





# On-Going Coordination Efforts

## Light Rail: Accessible and Senior Friendly



4 wheelchair spaces in each vehicle

Low floor vehicles

Bicycle Access

# Implementation: Alternative Modes Transportation

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## Coupons for Cabs

Mesa RIDE Choice and Apache Junction coupons for cabs is a user side-subsidy program for qualified residents of Mesa who do not drive. Coupons are issued to approved applicant/passengers upon order at a co-pay of only \$2.50 for a \$10 book-a 25% co-pay to the participant and the Cities cost is 75%. These books do have an expiration date.

The program currently serves Mesa in Maricopa County and Apache Junction in Pinal County. The new contract under Valley Metro will be coupons for Mesa, Chandler, Gilbert-(Chandler and Gilbert are coupons only at this time).



# Implementation: Alternative Modes Transportation

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## Coupons for Cabs

Has a Mesa client database of approximately 600, all who order intermittently throughout the year. AJ is approximately 60 for coupons. 05/06 in Mesa we served 1,675 participants, taking 6,615 trips, using 8,179 books.

## City of Scottsdale Cab Connection

Cab Connection is an alternative transportation program offering subsidized taxi vouchers to Scottsdale residents age 65 and over or disabled.

3,100 participants have enrolled since program began 11/1/00. 100,000 vouchers issued F/Y 2005-2006

# Implementation: Alternative Modes Transportation

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## Taxi Voucher Service

Glendale residents needing repetitive medical trips (dialysis, cancer treatments, rehab after stroke or heart attack) treatments can receive vouchers for taxi service to and from appointments utilizing their new taxi subsidy program. 616 vouchers have been issued since the program began in December 2005.



# Implementation: Alternative Modes Transportation

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## Mileage Reimbursement Program:

Currently Mesa RIDE Choice and AJ mileage reimbursement is 300 mile maximum per month at \$.40 cents per mile payable to the qualified participant who is required to pass this on to their chosen volunteer driver.

This program operated by Mesa Senior Services currently serves Mesa in Maricopa County and Apache Junction in Pinal County. The new Valley Metro contract only covers Mesa for mileage reimbursement.

# Implementation: Older Driver Competency

DriveAble Solutions has 3 testing centers in Mesa, Sun City and Phoenix that perform a clinical test to determine driving fitness and a follow-up *Behind the Wheel Evaluation*. Retraining is also available.

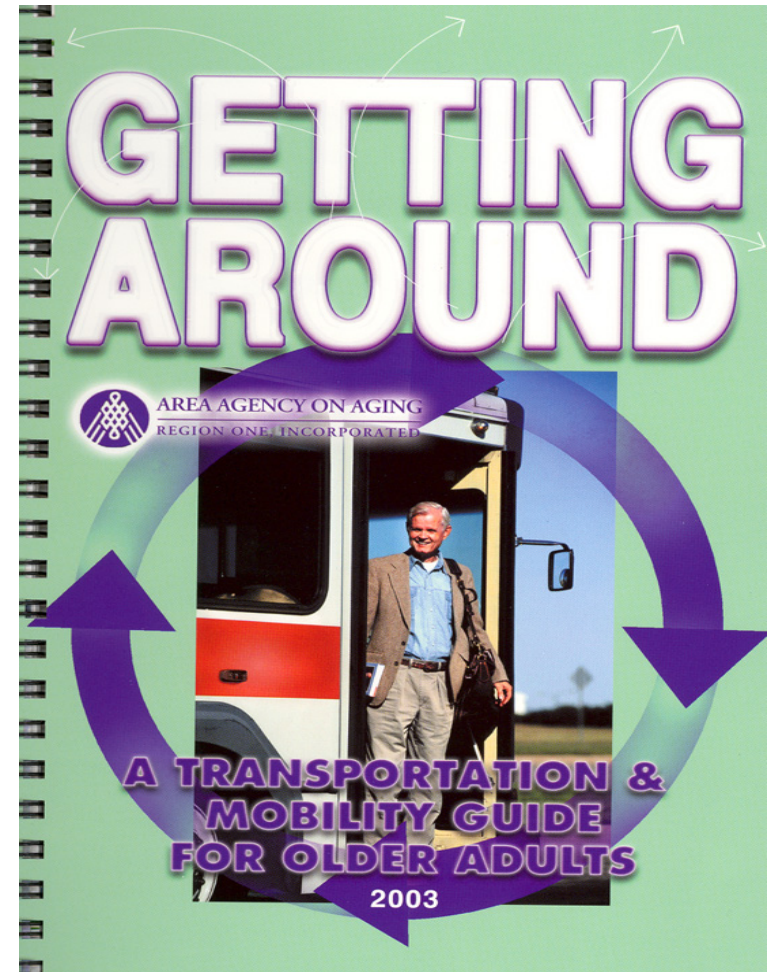




# Implementation: Education and Training

## Senior Transportation Resource Guide

The Stakeholders along with Area Agency on Aging developed this resource guide available at libraries and senior centers.



# Implementation: Education and Training

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## Senior Transportation Resource Guide

**Contents Include information on the following resources:**

- **Transition to Bus**
- **Driver Safety Program**
- **Community Bus**
- **Dial-A-Ride and Reserve-A-Ride**
- **ADOT Driving Tips**
- **Enabling Transportation (mileage reimbursement)**
- **Cab Connection**
- **Adaptive Driving**
- **Peer Travel Training**
- **Walking and Biking**
- **Carpool**



# Implementation: Education and Training

## Senior "How to Ride the Bus Video"



The Stakeholders with the City of Phoenix produced a "How To Ride the Bus" video for seniors that was shown on the all the cities' cable television stations.

# Implementation: Education and Training

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## “Get Strong – Feel Great” Video Project

MAG/Area Agency received another grant for \$5,000 from the Arizona Department of Health Services to promote physical activity in seniors.

### **THE DHS GOAL:**

To increase the proportion of adults that engage in regular, preferably daily, moderate or vigorous physical activity.

### **THE MAG GOAL:**

Seniors who are stronger will walk and take the bus thus increasing their independence.



# Implementation: Education and Training

## "Get Strong – Feel Great" Video Project

300 60-minute strength building videos were distributed free of charge to 50 senior centers county-wide to use at their sites or to lend to seniors to work out at home.



# Regional Bikeways Map

### Be visible

Wear reflective clothing and lights. Use reflective gear to make yourself more visible to drivers. Use lights to make yourself more visible to drivers.

### Show respect to others

Be polite and respectful. Yield to cars. Give cars the right of way. Be courteous and respectful.

### Be polite and be smart

Make eye contact with drivers. Use hand signals to communicate your intentions. Be courteous and respectful.

### Respect pedestrians

Yield to pedestrians. Give pedestrians the right of way. Be courteous and respectful.

### Cross streets carefully

Look both ways before crossing. Yield to cars. Give cars the right of way. Be courteous and respectful.

### Be predictable

Ride in a straight line. Avoid weaving. Be predictable. Give cars the right of way. Be courteous and respectful.

### Plan ahead and watch for hazards

Look ahead for hazards. Plan your route. Give cars the right of way. Be courteous and respectful.

### Be cautious when riding two abreast

Ride two abreast with caution. Give cars the right of way. Be courteous and respectful.

### Take the lane when appropriate

Take the lane when appropriate. Give cars the right of way. Be courteous and respectful.

### Be careful when riding by parked cars

Be careful when riding by parked cars. Give cars the right of way. Be courteous and respectful.

### Three legal ways to turn right

Three legal ways to turn right. Give cars the right of way. Be courteous and respectful.

### Be a defensive bike "driver"

Be a defensive bike "driver". Give cars the right of way. Be courteous and respectful.

#### 1 Ayresdale

#### 2 Ayresdale

#### 3 Pearis

#### 4 Glendale

#### 5 Glendale

#### 6 Phoenix

#### 7 Phoenix

#### 8 Phoenix

#### 9 Tempe

#### 10 Tempe

#### 11 Scottsdale

#### 12 Mesa

#### 13 Chandler

#### 14 Chandler

#### 15 Fountain Hills

#### 16 Fountain Hills

#### 17 Queen Creek

#### 18 Queen Creek

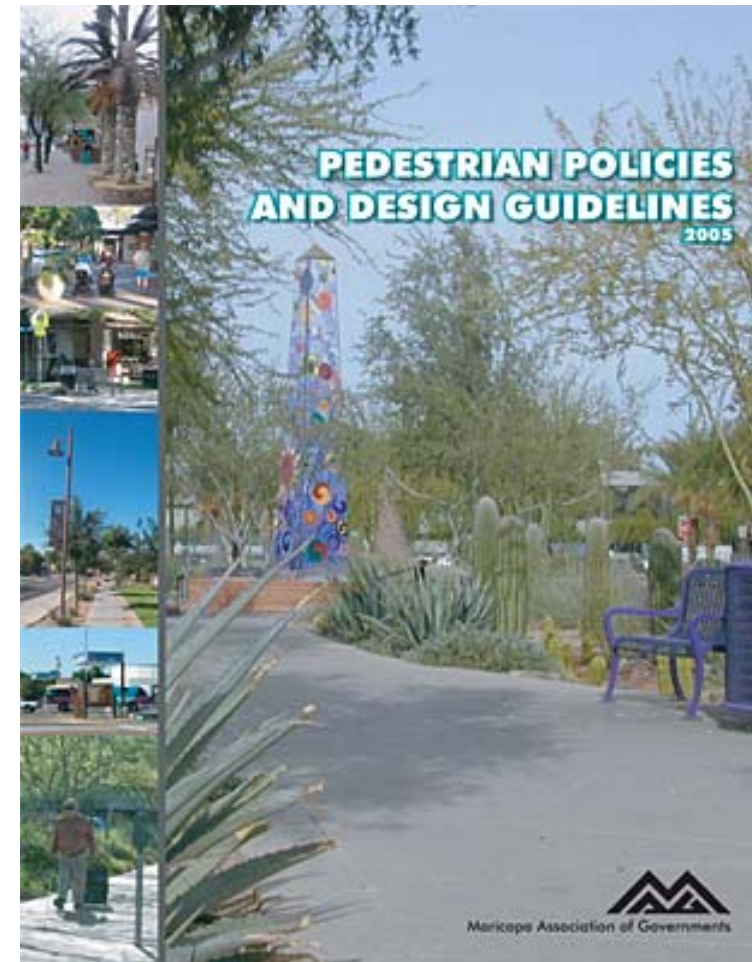
#### 19 Queen Creek

#### 20 Queen Creek



# Implementation: Education and Training

MAG hired a consultant to conduct six regional trainings to 156 transportation professionals on the new Pedestrian Guidelines which included special attention to senior mobility issues.



# Implementation: Education and Training

MAG has conducted pedestrian inventories in conjunction with community partners. This checklist is available for free in the *Guidelines*.

Pedestrian Policies and Design Guidelines

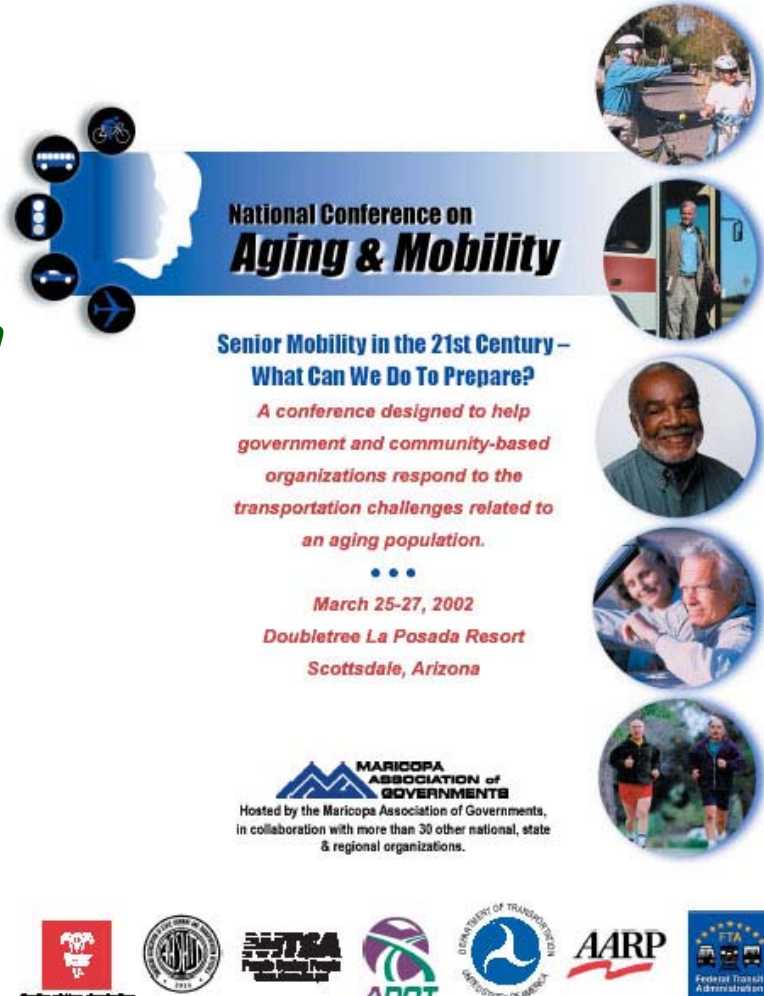
## PEDESTRIAN REVIEW CHECKLIST

	RATING 1-5 where 1 is strongly disagree and 5 is strongly agree	COMMENTS
Is There a Place to Walk?		
Sidewalks are provided.		
Sidewalks are continuous.		
Sidewalks are clear.		
Sidewalks are in good repair.		
Is It Possible to Cross the Street Safely?		
Crosswalks provided where needed.		
Pedestrian signals are on traffic light poles.		
Mid-block crossings are provided where needed.		
Timing of the traffic lights are adequate to allow people to cross comfortably.		
The intersection width is such that it is comfortable to cross.		
Universal Access - Are the Needs of all Pedestrians Accommodated?		
Curb cuts/ramps are available.		
Ramps lead into crosswalks and not into traffic lanes.		
The width of the sidewalk is adequate for two people to walk abreast.		
The condition of the sidewalk is adequate.		
The boundary of the sidewalk is discernible to pedestrians with low vision.		
Crossing signal actuators are working and accessible.		



# Implementation: Education and Training

MAG sponsored a national conference on *Aging and Mobility and America Moves*. Also, staff has presented at conferences in Arizona, California, Texas, Detroit, Washington, Washington DC, Ohio and Minnesota.



The poster for the National Conference on Aging & Mobility features a central graphic of a blue silhouette of a person's head in profile, facing right. To the left of the head are five circular icons: a bus, a wheelchair, a telephone, a person walking, and a person in a wheelchair. To the right of the head are five circular photographs: two people on a bicycle, a man standing next to a bus, a man's portrait, two people looking at a map, and two people walking. The text on the poster includes the title 'National Conference on Aging & Mobility', the subtitle 'Senior Mobility in the 21st Century – What Can We Do To Prepare?', a description of the conference's purpose, the dates 'March 25-27, 2002', the location 'Doubletree La Posada Resort, Scottsdale, Arizona', and the host 'MARICOPA ASSOCIATION of GOVERNMENTS'. At the bottom, it states 'Hosted by the Maricopa Association of Governments, in collaboration with more than 30 other national, state & regional organizations.' and lists several partner organizations with their logos.

**National Conference on  
Aging & Mobility**

**Senior Mobility in the 21st Century –  
What Can We Do To Prepare?**

*A conference designed to help  
government and community-based  
organizations respond to the  
transportation challenges related to  
an aging population.*

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**March 25-27, 2002  
Doubletree La Posada Resort  
Scottsdale, Arizona**

**MARICOPA ASSOCIATION of GOVERNMENTS**  
Hosted by the Maricopa Association of Governments,  
in collaboration with more than 30 other national, state  
& regional organizations.

Logos at the bottom include: Maricopa Association of Governments, U.S. Department of Transportation, AARP, and others.

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There are several valley cities including Phoenix and Tempe and agencies such as Easter Seals that conduct training sessions teaching seniors how to ride the bus.





# Implementation: Education and Training

Glendale Bus Buddies, a collaborative effort between the City of Glendale and Valley Metro, is a travel training program that helps older adults to travel safely and independently using fixed-route public transportation. During the last fiscal year, over 124 separate residents participated in this program from four senior residential living centers.



# For Information on the MAG Elderly Mobility Program

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